

Accessibility Policy Statement

Mobil Services Inc. is committed to excellence in serving all clients and members, including those with disabilities.

We are committed to ensuring equal access and participation to all, regardless of their situation, and intend to ensure that their dignity and independence are maintained in a safe manner. Meeting the needs of those with disabilities must be done in a timely manner and to achieve this, we will remove and prevent barriers by meeting our requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and Ontario's accessibility legislation.

In addition to this, Mobil Services Inc. is committed to meeting our current and ongoing obligations under the Ontario Human Rights Code (OHRC), with regard to non-discrimination.

Further to this, we understand that any obligations under the AODA and its accessibility standards do not substitute or limit our obligations under the OHRC or other legislation to those with a disability.

This Statement reminds us that we will be consistent with the principles of the AODA: independence, dignity, integration and equal opportunity for those with a disability.

Assistive devices - We will ensure that our staff is trained and familiar with various assistive devices that may be used by those with disabilities while accessing our services and facilities. Should a safety concern arise, we will provide other means to ensure that our services/facilities can be accessed.

Communication- We will communicate with people with disabilities in ways that take into account their disability and ensure that they are able to access our services/facilities in a manner that maintains their independence and dignity.

Service animals - We welcome people with disabilities and their service animals. Service animals are allowed in all areas of our premises that are open to the public. Should an employee require a service animal, we will accommodate this.

Support persons - A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in all areas of our premises that are open to the public.


Notice of Temporary Disruption – If our facility has a disruption of services, then a notice will be posted on all doors explaining the reason for the disruption, anticipated length of time, description of alternate facilities or means to access the services. We will also send out a general email and will provide a telephone message of the disruption.

Training for staff - We will provide training to all workplace parties and volunteers. This will be provided to current and new staff during Orientation as a link to online training.

Employment, Emergency Response & Return to Work - We will notify job applicants that accommodations can be made during recruitment and hiring. We will ensure that our emergency prevention and preparedness activities take into account those with disabilities. We will ensure that those who have been absent from work due to a disability and require an accommodation in order to return to work, are accommodated up to the point of undue hardship.

Feedback process – Will assist us in identifying barriers and responding to concerns. Feedback can be provided by: call, email or in person provide that feedback. All feedback will be directed to the Human Resources Manager. Feedback will be responded to within 24 hours.

Modifications to this or other policies - Any policy of Mobil Services Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Tracy Edgar – President

Jan. 5, 2024.
Date