

Audioscan's Accessibility for Persons with Disabilities Policy

1. ACCESSIBLE CUSTOMER SERVICE PLAN

- 1.1. *It is the policy of Audioscan to provide goods and services to all customers, including persons with disabilities, in a way that is consistent with the principles of independence, dignity, integration and equal opportunity. Audioscan will:*
 - 1.1.1. Ensure that persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our products and services.
 - 1.1.2. Endeavour to provide goods and services to persons with disabilities and others in an integrated fashion unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - 1.1.3. Ensure that our employees are prepared to communicate with customers who have various types of disabilities in a way that takes into account their disability.
 - 1.1.4. Ensure that our staff are trained and familiar with assistive devices used by our customers, such as a screen reader or hearing aid, to allow those customers to communicate with us effectively
 - 1.1.5. Communicate with customers with disabilities in ways that take into account their disability
 - 1.1.6. Allow customers with service animals access to our front lobby, handicap washroom, and meeting rooms off the front lobby (Conference Room and Library)
 - 1.1.7. Welcome support persons who are helping a customer with a disability and provide them access to all areas that the customer with a disability enters.
 - 1.1.8. Inform customers when accessible services, such as the handicap washroom, are temporarily unavailable.
 - 1.1.9. Provide a way for our customers who have disabilities to comment on how we provide accessible customer service, and let them know how to provide that feedback (see FEEDBACK below)
 - 1.1.10. Provide accessible customer service training to employees, volunteers, and others who deal with our customers.
 - 1.1.11. A copy of our accessibility documentation will be provided to any person upon request
 - 1.1.12. Modify or remove any policy, practice or procedure that does not respect and promote the principles of independence, dignity, integration and equal opportunity for people with disabilities

2. FEEDBACK

- 2.1. Persons with disabilities can provide feedback about the manner in which Audioscan

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provides goods or services to our Technical Service Specialist.. Feedback can be in any format that the person providing the feedback wants to use, i.e., in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. Refer to the "Contact Us" link on our website for some of the more traditional contact methods.

- 2.2. Audioscan's Technical Service Specialist will log your feedback on the Audioscan's Non-Product Customer Complaint Report
- 2.3. Any corrective action needed to resolve any problems with the manner in which Audioscan provides goods or services to persons with disabilities will be handled per our Corrective and Preventive Action process.
- 2.4. Audioscan's Technical Service Specialist will respond to the individual who provided the feedback with the resolution to their input