

Accessibility Policy

Commitment

Edge Imaging Toronto Inc. (“Edge”) is committed to providing the same level of service to all customers, including individuals with disabilities. This policy will outline how we will meet the commitment to providing equitable service to all customers.

Accessible Formats

A customer can request Edge materials such as public policies, procedures and order forms in an accessible format. This will be provided at the same charge as the original formats (no extra charge for the accessible format) and will taken into account the person’s abilities which will be determined through consultation with the requesting person.

Assistive Devices

We are committed to providing service to individuals that utilize assistive devices. We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers.

Communication

We will communicate with people with disabilities in ways that takes into account their disability.

Service Animals

People with support animals may bring their support animals and will have access to areas open to the public. The service animal is the sole responsibility of the person bringing the animal on site.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on premises. Should there be any confidential information shared the support person may be required to sign a confidentiality agreement provided by Edge.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or access to facilities, Edge will provide information about the reason for the disruption, estimated length of disruption and alternative methods of communication if available. This will be posted on our doors at 940 Gateway Dr. Burlington, ON, phone systems and internet. Postings may be limited based on access to these systems during a disruption.

Training for Employees

Edge Imaging will provide training to all employees. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act
- How to interact and communicate with people with disabilities
- How to interact with people with disabilities who use an assistive device, support person or support animal
- What to do if a person is having difficulty accessing services or has an accommodation request

Feedback Process

The goal of Edge Imaging is to meet and surpass customer expectations while servicing customers. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Customers who wish to provide feedback to Edge Imaging on how we provide goods and services to people with disabilities can email the company at communications@edgeimaging.ca. Any customer complaints or requests will be addressed according to our organization's regular procedures, while taking into consideration the person's disabilities.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has questions about this policy, please contact HR Manager at hr@edgeimaging.ca.