


Policy Title:	Accessibility Standard for Customer Service		
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1. PURPOSE

- 1.1. This document describes the Everest Clinical Research Corporation (Everest) policy to commit to excellence in serving our clients and/or sponsor companies. Some individuals working within those companies or associated third parties may have disabilities, and Everest is committed to minimizing any impeding barriers, and working effectively with individuals who may have disabilities.

2. SCOPE

- 2.1. This policy applies to interactions between all Everest employees and consultants when working with sponsor or third-party companies whose representatives may have disabilities. Such sponsor companies and associated third parties will be identified in this policy as “clients”.
- 2.2. The policy applies to the use of personal assistive devices and any other assistive measures such as any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, note taking device, magnification device, listening device, personal oxygen tank, walker, or cane.

3. POLICY

- 3.1. Everest will communicate with people with disabilities in ways that take into account their disability.
 - 3.1.1. A “disability” is:
 - i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.

- ii) A condition of mental impairment or a developmental disability.
 - iii) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
 - iv) A mental disorder.
 - v) An injury or disability for which benefits were claimed or received under applicable insurance plans.
- 3.2. Everest shall use reasonable efforts to ensure that this policy is consistent with the principles of dignity, independence, integration, and equal opportunity.
- 3.2.1. The principle of dignity means that a person with a disability are treated with the same value and respect as any other individual working for the sponsor. The person with disability is not treated with any lesser service or quality. Service delivery needs to take into account how people with disabilities can effectively access and use Everest services.
- 3.2.2. The principle of independence means freedom from control or influence of others and freedom to make their own choices, for example, an Everest staff member should not hurry a person with disability or take over a task for them, if they prefer to do it themselves in their own way, for a sole reason relating to the disability.
- 3.2.3. The principle of integration allows people with disability to fully benefit from the same services, in the same place and in the same or similar way as others. Integration means that policies, practices and procedures are designed so they can be followed by everyone including people with disabilities. Alternative measures, rather than integration, might be necessary because the person with a disability requires it or because Everest cannot provide another option at the time required.
- 3.2.4. The principle of equal opportunity means having the same chances, options, benefits and results as others. It means that people with disabilities have the same opportunity as people without disabilities to benefit from the way Everest provides services to others,
- 3.3. Everest facilities are accessible to individuals using assistive devices.
- 3.4. A person with a disability who is accompanied by a support person will be able to have that support person accompany them on Everest premises.
- 3.5. Everest welcomes people with disabilities and their therapy, guide, and other service animals. Service animals are allowed to accompany the person with disability throughout the Everest facilities.
- 3.6. In the event of a planned or unexpected disruption to operations which impacts clients with disabilities, Everest will notify them via telephone, email or other means suitable for communication. If appropriate, a notice may be shown on the corporate website (www.ecrscorp.com), or at the Everest facility. These notification will be made within a reasonable period of time and will explain the reason for the disruption, the anticipated length of the disruption, and if available, an alternate office location or service provision.

4. RESPONSIBILITY

- 4.1. The head of Human Resources or designated Human Resources Manager is responsible for:
- 4.1.1. Ensuring that all employees and consultants are trained on this policy.
 - 4.1.2. Accepting all feedback from sponsor companies or any individual working for those companies or related third party. If such feedback is a complaint, the head of Human Resources or designated Human Resources Manager will investigate such a complaint.

4.1.3. Responding to any feedback or complaints within a reasonable period of time allowing for proper investigation if required.

4.2. Everest employees and consultants are responsible for:

4.2.1. Understanding and following this policy.

4.2.2. Behaving in a professional manner and treating persons with disabilities with respect, dignity, and independence.

4.2.3. Providing feedback to the head of Human Resources or designated Human Resources Manager regarding any suggestions on how to better provide services to persons with disabilities.

5. DOCUMENTATION

5.1. NA

6. REFERENCES

6.1. Accessibility for Ontarians with Disabilities Act (AODA). 2005

6.2. Human Rights Code, R.S.O. 1990

6.3. Americans with Disabilities Act (ADA). 1990

6.4. HR.106 Accessible Workplace

7. REVISION HISTORY

Revision No.	Summary of Changes	Replaces Document No./Rev. No./ Effective Date
01	Transferred the policy content to the current template and updated Company name. Section 1: Clarified purpose. Section 2: Clarified scope. Section 3: Rearranged and clarified the content. Section 4: Clarified responsibilities. Section 6: Updated references.	HR.105/Rev. 00/ 04-Feb-2013
00	New policy	NA