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DST Client Accessibility Policy

March 1, 2010

Introduction

This policy comes into force at DST on March 30, 2010. It applies to all DST employees, and is intended to ensure accessibility to our services by clients with disabilities in compliance with Ontario Regulation 429 (Accessibility Standards for Customer Service). This document is posted at www.dstgroup.com and shall be made available to anyone on request.

DST Accessibility Principals

As a provider of services to the public, DST is committed to providing adequate accessibility to all clients with disabilities. To that end, and given that over 15% of Canadians are disabled (as of 2009 and growing), DST embraces the following principals when working and communicating with clients:

1. Our services must be provided in a manner that respects the dignity and independence of clients with disabilities.
2. Our services to clients with disabilities must be integrated wherever possible with those to other clients.
3. Clients with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from our services.

DST Accessibility Policy

To embrace accessibility principals, DST and their staff shall follow DST Accessibility Procedures and remove any barrier that prevents adequate access to our services by a client with a disability. Fees for services to any individual client should not be affected by their disability, if at all feasible. Clients shall not be refused services as a result of a disability.

There are a wide variety of potential accessibility barriers to DST services. These include

1. physical or architectural (examples are doors, elevators, furniture, bathroom hardware , room or corridor size, stairs; a typical solution is to hold meetings in a suitable off-site location),
2. information and communications (examples are reports that cannot be read by visually impaired clients or using language that is too technical; typical solutions are Braille and audio reports, or using less technical language),
3. attitudinal (examples are staff with discriminatory or non-respectful behavior; typical solutions are additional training or discipline),
4. technological (examples are inadequate features on phones or computers; typical solutions involve a review of required features for a specific client with DSTs IT services), and
5. those related to any DST policy or practice (solution: bring these to the attention of the President for modification).

DST Accessibility Procedures

Procedures are as follows. Given that all DST staff have some degree of contact with clients, these procedures apply to all DST staff.

1. Be prepared: Become aware of possible barriers at your workplace to certain disabilities, and methods available to overcome them.

2. Be proactive: If any client is identified as potentially having a disability, before doing further work discuss with the client how best to interact with them and ensure service accessibility.
3. Wheelchairs are welcome: Ensure that any meeting space and its washroom facilities for a DST client with a wheelchair is wheelchair accessible.
4. Guide dogs are welcome: If a person with a disability is accompanied by a guide dog or other service animal, ensure that the person is permitted to enter the premises with the animal and keep the animal with him or her.
5. Support people are welcome: If a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that the person with a disability has access to the support person.
6. Safety first: Where anyone's health or safety may be affected, require a person with a disability to be accompanied by a suitable support person.
7. Embrace client policies: Follow accessibility requirements of client policies.
8. Deal with disruptions: Where particular DST facilities that remove barriers are disrupted, communicate with any affected client and address the disruption.
9. Be trained: Obtain training in accordance with the DST Client Accessibility Training Program, appended. DST will maintain training records: who, by whom and when.
10. Encourage feedback: The DST external website shall encourage feedback by clients with disabilities. Those clients not satisfied with accessibility at DST should identify their dissatisfaction to a Principal, who will respond expeditiously by discussing this with both the client and their DST contact, and take any action required to ensure accessibility barriers are adequately removed.
11. Continuous improvement: Prior to January 1, 2012, DST will review the adequacy and effectiveness of the DST Accessibility Training Program, and modify it as required in order to achieve the policy requirements. This shall be repeated on an as-required basis in response to feedback from clients and DST staff.

Appendix

DST Client Accessibility Training Program

Training Procedure

All DST staff shall read the DST Accessibility Policy, including procedures, and review it completely in person with their supervisor by either the effective date of this policy or within 30 days of their employment start at DST. Their supervisor shall ensure that the employee understands the Policy well, applying suitable training and questions as necessary, and forward documentation to Corporate Administration for filing in employee files.

Training Content Summary

1. Regulatory Framework (the DST Policy meets Ontario Regulation 429 requirements)
2. DST Accessibility Principals (see DST Policy for its 3 basic principals)
3. DST Accessibility Barriers: (see DST Policy for barrier examples and solutions)
4. DST Accessibility Procedures (see DST Policy for detailed procedures)

References:

- Accessibility Standards for Customer Service: Ontario Regulation 429, 2007
- DST Client Accessibility Policy, March 1 2010.