



QPS Evaluation Services Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps QPS is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how QPS Evaluation Services Inc., will play its role in making Ontario an accessible province for all Ontarians.

Customer Service

QPS Evaluation Services Inc. is in compliance with the Customer Service Standard.

QPS Evaluation Services Inc. will communicate with people who have disabilities in ways that take into account their disability.

When QPS receives feedback it will be reviewed by QPS' HR Manager and QPS' Joint Health and Safety committee to determine a path forward.

QPS Evaluation Services Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Information and Communications

- QPS Evaluation Services Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information communication needs. QPS is currently in the process of updating its website to conform with WCAG 2.0 Level A.
- By January 1, 2021 QPS will update our website to comply with WCAG 2.0 Level AA.
- The accessibility link will be on the QPS home page of our website.

Please note that the QPS Accessibility Plan is available upon request in an alternate format.



- QPS Evaluation Services Inc. will have direction on our website to contact customer service directly for any special needs requirements. These will be forwarded on to our HR Manager and our Joint Health and Safety committee to be addressed.

Employment

QPS Evaluation Services Inc. is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments.

Training

QPS Evaluation Services Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Existing staff will be provided with ongoing training to address the accessibility act.

New employees will be provided this training at start of employment.

Design of Public Spaces

QPS Evaluation Services Inc. will meet accessibility laws when building or making major changes to public spaces.

QPS Evaluation Services Inc. will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

For more information on this accessibility plan, please contact Frank Neitsch or Donna Koopstra at 416-241-8857 or by email at accessibility@qps.ca

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