

Effective Date: January 1, 2012

Accessibility Policy

Purpose and Application

In June 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act* (AODA). The purpose of this Act is to develop, implement and enforce standards of accessibility for all Ontarians.

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, all businesses or organizations must meet the requirements of accessibility standards established by the regulation. This policy establishes the accessibility standards for **Customer Service** for D-Link Networks, in accordance with Ontario Regulation 429/07. This policy applies to all employees of D-Link Networks, agents, volunteers and contracted staff.

Definitions

Accessible means customer service is provided in a manner that is capable of being easily understood or appreciated, easy to get at, capable of being reached or entered and obtainable.

Assistive Devices and Measures are supports made available by providers to improve access for persons with disabilities. For example, wheelchairs, volunteers, real-time captioning services (on-screen typing of what speakers are saying), sign language interpreters or deaf-blind interveners. Other examples include, Telephone Teletypes (TTY) to communicate with customers who are deaf, hard of hearing, have speech impairments or are deaf-blind.

Disability (parallels the definition in the Ontario Human Rights Code) means:

- a) 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 impairment, 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,
- b) A condition of mental impairment or a developmental disability
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,



- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Guide Dog means a dog trained as a guide for a blind person and having the qualifications prescribed by the Blind Persons' Rights Act R.S.O. 1990, c. B.7, s. 1 (1).

Service Animal is an animal for a person with a disability:

- a) if it is readily apparent that the animal is used by the person for reasons relating to his/her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Support Person means in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, family member or friend.

Policy Statement

D-Link Networks is committed to preventing, identifying and removing barriers that impede on the ability of people with disabilities to access our goods and services.

D-Link Networks is committed to providing exceptional and accessible service for its customers. Goods and services will be provided in a manner that respects the *dignity and independence* of all customers. The provision of services to persons with disabilities will be *integrated* wherever possible. Persons with disabilities will be given an opportunity *equal* to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of D-Link Networks.

Policy Requirements

1) Accessibility Training Policy

- a. Every person who deals with members of the public or who participates in developing D-Link Networks' policies, practices and procedures governing the provision of goods and services to the public including Company staff, volunteers, agents, contractors and others who provide service on behalf of D-Link Networks will receive training regarding the provision of goods and services to persons with disabilities.
- b. The training will include the following information:
 - i. The purpose of the Accessibility for Ontarians with Disabilities Act,



- ii. How to interact and communicate with persons with various types of disabilities,
 - iii. How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
 - iv. How to use equipment made available by the Company to help people with disabilities to access goods and services
 - v. What to do if a person with a disability is having difficulty accessing services.
- c. Training will be provided to each person according to his or her needs and duties and as soon as it is practical on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided to will be kept.

2) Feedback Process

D-Link Networks accepts feedback from the public in a variety of methods including:

- Phone (905-285-4072 x2292 or x2224)
- In person (HR, 2525 Meadowvale Blvd, Mississauga, Ontario, L5N 5S2)
- Mail (HR, 2525 Meadowvale Blvd, Mississauga, Ontario, L5N 5S2)
- Fax (1-866-202-9537)
- Email (ca_hr@dlink.com)

All feedback is reviewed by a member of the HR team and brought to the Leadership team's attention. Complaints are investigated and follow up is provided to the requestor if requested.

3) Use of Service Animals and Support Persons

- a. If a person with a disability is accompanied by a guide dog or other service animal, D-Link Networks will ensure that the person is permitted to enter a D-Link Networks facility with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, D-Link Networks will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from the Company's goods and services. The service animal must be under the care and control of the individual at all times.



- b. If a person with a disability is accompanied by a support person, D-Link Networks will ensure that both persons are permitted to enter our company facility, and that the person with a disability is not prevented from having access to the support person. D-Link Networks may require a person with a disability to be accompanied by a support person when in a Company facility, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premise, D-Link Networks will ensure notice is given in advance about the amount.

4) Notice of Temporary Disruptions

D-Link Networks shall provide notice of disruption of services to the public.

Any Notice of Disruption will contain the following:

- Nature of the disruption in service
- Reason for the disruption
- Anticipated duration
- Alternative facilities or services

Company staff will provide such notice in at least one of the following three methods:

- Notice physically posted at the sites of the disruption
- Notice on Company website
- In a local newspaper

5) Notice of Availability of Documents

- a. D-Link Networks will provide the public notice of the availability of the documents, required by the Accessibility Standards for Customer Service, (O. Reg 429/07) upon request. Notice of availability will be provided by print.
- b. D-Link Networks will provide the Fire Safety Plan upon request by print.

6) Format of documents

- a. If D-Link Networks is required to provide a copy of a document to a person with a disability, the Company will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.



Guide to the Accessibility Standards for Customer Service, Ontario Regulation Standards of Accessibility under the AODA

- Customer Service: Service delivery to the public; also includes business practices and employee training

Principles of Customer Service:

- **Dignity**: Refers to policies, procedures and practices that treat a person with a disability as a customer who is as valued and deserving of effective and full service as any other customer. They do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience. Service delivery needs to take into account how people with disabilities can effectively access and use services and show respect for these methods.
- **Independence**: In some instances, independence means freedom from control or influence of others' freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service due to this factor.
- **Integration**: Integrated services are those services that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services. Alternate measures are ways of serving people that are not completely integrated into the regular business activities of the organization, for example, email.
- **Equal Opportunity**: Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way you provide services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

7) Reference Documentation

- a) Ontario Regulation 429/07, Accessibility for Ontarians with Disabilities Act, 2005 – Accessibility Standards for Customer Service



- b) Guide to the Accessibility Standards for Customer Service, Ontario Regulation Standards of Accessibility
- c) D-Link Accessibility Training Record for Customer Service Standard
- d) D-Link Fire Safety Plan

