

Accessibility

Customer Service Standard

At Eclipse, we are committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We strive to give those with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

Eclipse makes every effort to accommodate the requirements or needs of persons with disabilities, within reasonable limits and in accordance with applicable law.

We have created policies and procedures to meet the required Customer Service Standard in compliance with the Accessibility for Ontarians with Disabilities Act, 2005. Our Customer Service Policy is available for review in a number of formats.

Our ultimate goal is to meet and exceed customer expectations while serving customers with disabilities. Comments on how well those expectations are being met are welcome and appreciated.

Integrated Accessibility Standards Regulation (IASR)

Introduction

The following policy has been established by Eclipse in compliance with the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Statement of Commitment

Eclipse is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and

removing barriers to accessibility and meeting requirements under the Accessibility for Ontarians with Disabilities Act.

General Requirements

Eclipse has established an Integrated Accessibility Standards Policy to guide and support its accessibility goals. Eclipse has developed a Multi-year Accessibility Plan which outlines its strategy to identify, prevent and remove barriers for people with disabilities who interact with the company. Under the IASR, the accessibility standards that apply to Eclipse are the General Requirements, Information and Communications Standard and Employment Standard.

The Integrated Accessibility Standards Policy and the [Multi-Year Accessibility Plan](#) will be publically available and will be provided in an accessible format upon request.

Eclipse ensures that training will be provided to all employees and volunteers, all persons involved in developing policies and all other persons who provide goods and services on behalf of Eclipse. Training includes information on the requirements of the IASR and on the Human Rights Code as it relates to persons with disabilities.

Information and Communications Standard

Eclipse ensures that its feedback process is accessible to persons with disabilities who have requested accessible formats or communication supports.

Eclipse will notify the public that accessible formats and communication supports are available upon request and will be provided to a person with a disability in a timely manner and in consultation with them.

Eclipse will ensure that its new Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A or Level AA, except where this is impracticable.

Employment Standard

Eclipse will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Individually selected job applicants will be informed that accommodations are available, upon request, in relation to the assessment process. When making an offer of employment, Eclipse will notify the successful applicant of its policies for accommodating employees with disabilities.

All employees will be informed of the policies used to support employees with disabilities including policies on the provision of job accommodations. New employees will receive this information as soon as practicable after they begin their employment.

Eclipse will provide accessible formats or communication supports in consultation with an employee who has requested these in order to access general workplace information or information needed to do their job. A written process will be created for individualized accommodation plans for persons with disabilities which will include customized workplace emergency response information if needed.

Eclipse will take into account the accessibility needs and the individual accommodation plans of employees with disabilities when conducting performance management, providing career development or when redeploying employees.

Contact

For more information or to request this policy in an accessible format, please contact us at:

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