

	<i>Accessibility for Ontarians with Disabilities Program</i>
	Accessible Client Service Plan

Providing Goods and Services to People with Disabilities

ARCADIS SENES Canada Inc. is committed to providing an exceptional level of service to our clients, including people with disabilities, with work that is scientifically objective and environmentally responsible.

1. Assistive devices

We will ensure that our staff are familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services. Assistive devices are allowed on our all parts of our premises where their use is safe.

2. Communication

We will strive to communicate with people with disabilities in ways that take into account their disability.

3. Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises.

4. Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

5. Requests for Accommodation

A person with a disability who will be visiting our offices may contact a staff member in advance to request accommodation. These requests will be directed to the Supervisor of Office Services in Richmond Hill and Office Manager in Ottawa for action. If the requested accommodation is not possible, the person making the request will be notified by the Supervisor of Office Services in Richmond Hill and Office Manager in Ottawa who will attempt to make alternate accommodations in consultation with the person making the request.

6. Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities including access ramps and accessible washrooms, we will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

In Richmond Hill, the Notice will be placed at the Front, Lunchroom and West Wing entrances.

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In Ottawa, accessibility features are the responsibility of the building owner who is responsible for posting Notices.

7. Training for staff

ARCADIS SENES Canada Inc. will provide training to all employees and subcontractors provided office space.

This training will be provided to staff as part of the new employee orientation program.

Training will include:

- 1) An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the client service standard.
- 2) ARCADIS SENES Canada Inc.'s *Accessible Client Service Plan*.
- 3) How to interact and communicate with people with various types of disabilities.
- 4) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- 5) What to do if a person with a disability is having difficulty in accessing our goods and services.

Staff training will consist of a review of the *Accessible Client Service Plan* plus the Ministry of Community and Social Services *Serve-Ability: Transforming Ontario's Client Service* e-learning slide deck available at http://www.mcsc.gov.on.ca/mcsc/serve-ability/HTML_Eng/screen01.html.

Staff will also be trained when any changes are made to our *Accessible Client Service Plan*.

8. Feedback process

Clients who wish to provide feedback on the way we provides goods and services to people with disabilities can e-mail us at senes@senes.ca or provide verbal comments to any staff member. All feedback will be directed to the Quality Management Representative. Clients can expect to hear back within five (5) business days. Complaints will be addressed according to our organization's Quality Management System Corrective Action procedure.

9. Modifications to this or other policies

Any policy of ARCADIS SENES Canada Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified.

The *Accessible Client Service Plan* and any other policies will be revised as required in response to regulatory changes.

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10. Availability of the Accessible Client Service Plan

A copy of the *Accessible Client Service Plan* is available on the ARCADIS SENES Canada Inc. website and will be made available upon request to any person taking into account the person’s disability, if any.

All our staff are authorized to release a copy of the *Accessible Client Service Plan*.

11. Accessibility at Public Meetings and of SENES Work Product

ARCADIS SENES Canada Inc.’s clients are responsible for advising us of any accommodation requirements for Public Meetings (e.g., Sign Language Interpreter, physical accessibility requirements) or of our Work Product (e.g., large print).

12. Emergency Situations

In the event of an emergency at our offices, our staff will provide assistance and guidance to persons with disabilities as requested/required.

Upon request, emergency and public safety information will be made accessible to people with disabilities (e.g., verbal review, enlargement of prints or physical review of office safety systems and exits). Our staff will work with the person requesting the information to determine how to meet their needs as soon as possible.