

NABORS POLICY STATEMENT	Date Approved: February 18th 2014
Subject: Accessibility	Revised: October 2016
<p>Definition:</p> <p>NABORS supports individuals who live with one or more disabilities. NABORS mission is to ensure the people we support have control over their lives and the opportunity to participate and contribute in the life of their community, which requires accessibility.</p> <p>This policy reflects NABORS commitment to provide services in an accessible manner and is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 set forth under the Accessibility for Ontarians with Disabilities Act, 2005, as they apply to NABORS.</p>	
<p>1. COMMITMENT</p> <p>NABORS supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.</p> <p>In doing so NABORS is committed to giving people with disabilities the opportunity to access our services and allow them to benefit from the same services in the same place and in a similar way as other people.</p> <p>2. REMOVAL OF BARRIERS</p> <p>NABORS also recognizes that accessibility, as envisioned in the AODA, is a community wide effort. To this end, NABORS will consult with members of the NABORS community to identify and remove barriers to accessibility and support the development of multi-year accessibility plans.</p> <p>3. TIMELY SERVICE FOR ACCOMMODATIONS</p> <p>While NABORS seeks to remedy barriers to accessibility and will continue to promote and comply with the spirit of the AODA, there may be situations in which the need for accommodations will remain.</p> <p>NABORS is committed to accommodating persons with disabilities in a timely manner.</p>	

SCOPE:

This policy applies to services provided by NABORS employees, volunteers, or other 3rd parties that act on behalf of NABORS.

PRINCIPLES:

NABORS is committed to providing service in a way that respects the dignity, independence, integration and equality of opportunity of people with disabilities. We carry out our functions and responsibilities in the following ways:

1.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We will provide training to those who fall within the scope of this policy how to interact and communicate with people with various types of disabilities.

1.2 Assistive devices

We are committed to serving people with disabilities who may use assistive devices. We will provide training to those who fall within the scope of this policy to be familiar with various assistive devices that may be used by people with disabilities.

1.3 Use of service animals and support persons

We are committed to welcoming people with disabilities who may be accompanied by a service animal. An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his/her disability. We will provide training to those who fall within the scope of this policy on how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter NABORS premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person. The accompaniment of a person with a disability by a support person to any of NABORS core services will have no impact on any applicable fees. If special circumstances arise and a fee must be added, notice will be provided in advance.

1.4. Notice of temporary disruption

NABORS does not own or independently operate any facilities. Any facilities contracted to host a NABORS event are responsible for communicating any planned or temporary disruptions. Where possible NABORS will endeavor to ensure this information reaches supported members via email or other methods if available. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

2. Training

NABORS will provide training to all employees, volunteers and other third parties that act on NABORS behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided as soon as possible after employees commence their duties.

At the successful conclusion of training, employees will demonstrate the ability to:

- Describe the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Interact and communicate with people with various types of disabilities
- Interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Respond if a person with a disability is having difficulty in accessing NABORS' goods and services
- Apply NABORS' policies, practices and procedures relating to the Customer Service Standard.

Employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees and those who fall under the scope of this policy will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

3. Feedback process

NABORS welcomes and appreciates comments on our services regarding how well those expectations are being met. Feedback regarding the way NABORS provides goods and services can be made by telephone, in writing, or by delivering an electronic text by email.

Response time to such submissions shall be dependent on the complexity of the issue but shall be as soon as reasonably possible.

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Applicable Legislation:

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code