



Subject: Accessibility policies

A D Metro is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity.

Training:

A D Metro is committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees on accessibility as it relates to their specific roles.

Information and communications:

We will communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

Employment:

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. Staff will be notified that support is available for those with disabilities. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Changes to existing policies:

We will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Feedback:

Feedback regarding the way A D Metro provides access to goods and services can be provided by phone, email, or in person:

Phone: 800-463-2353

Email: support@admetro.com

Mail: 1390 Star Top Rd.

In Person: 1390 Star Top Rd. Ottawa, Ontario, K1B 4V7, Canada

Other accessible formats and communication support will be made available on request.