

Starplex Scientific Inc. (“Starplex”) is committed to excellence in serving all customers, including persons with disabilities. In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Starplex has established the following policies, practices and procedures governing the provisions of its services to persons with disabilities. The services are designed to comply with Ontario Regulation 429/07, “Accessibility Standards for Customer Service.”

Starplex makes every effort to ensure that its policies, practices and procedures are consistent with the principles described in the Regulation, namely:

- The services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services; and
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Assistive Devices

Persons with disabilities who rely on assistive devices will be permitted access to and benefit from their devices when they are using Starplex’s services. The staff of Starplex will be familiar with various assistive devices that may be used by customers with disabilities while accessing its goods or services. If necessary, Starplex will provide other measures to enable a person with a disability to obtain, use or benefit from Starplex’s goods or services.

Service Animals

Persons with disabilities, including members of the public or third parties, who rely on guide dogs or other service animals, will be permitted to enter Starplex’s premises and keep their animal with them, unless the animal is otherwise legally excluded from the premises. If the animal is legally excluded, Starplex will provide other measures to enable a person with a disability to obtain, use or benefit from Starplex’s goods or services.

Support Persons

Persons with disabilities who are accompanied by a support person will be permitted to enter Starplex’s premises with their support person, and Starplex will ensure that the person with a disability is not prevented from having access to his or her support person while both are at Starplex.

Temporary Disruptions

In the event of a planned or unexpected disruption to Starplex's services or facilities for persons with a disability, Starplex will provide notice to the public of the disruption, including the reasons for it, the duration of the disruption, and a description of any alternative facilities or services that may be available. The notice will be placed in the main lobby area of Starplex's premises.

Training

Starplex staff will be trained in the provision of services to persons with disabilities. The training shall include:

1. A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service;
2. Instruction on how to interact with, assist, and communicate with persons with a disability, including those who rely on assistive devices, service animals or support persons;
3. How to use any of Starplex's equipment that is available to assist persons with disabilities; and
4. What to do if a person with a disability is having difficulty accessing Starplex's goods or services.

Starplex will maintain a record of its training efforts.

Feedback

Persons who wish to comment on or provide feedback on Starplex's provision of goods and services for persons with disabilities may do so by contacting the Human Resources Manager, at:

Starplex Scientific Inc.
50A Steinway Blvd.
Etobicoke, ON M9W 6Y3
Tel: 416-674-7474
Fax: 416-674-6067