

ACCESSIBILITY AT STUDENTCARE:

Policy regarding the provision of Accessible Goods and Services (the “Policy”)

Studentcare is firmly committed to improving access and opportunities for all our guests, including those with disabilities, by removing barriers that may prevent, inhibit, or restrict their service experience or the use of our website located at www.studentcare.ca and www.aseq.ca.

This Policy outlines our practices and procedures in relation to the provision of goods and services to people with disabilities. This Policy, and any modification hereof, are intended to respect and promote dignity, independence, integration, and equal opportunity for people with disabilities.

Studentcare will integrate such policies and procedures in its standard practices, except where an alternative measure is necessary in order to enable a person with a disability to obtain, use, or benefit from our goods and services. In that regard, we encourage and welcome open communication with our clients and members to ensure that our goods and services are accessible.

This Policy is applicable to all members of our organization.

This Policy is available on the Studentcare website (www.studentcare.ca) and in various accessible formats. If you would like to receive a copy of the Policy in an alternate format or a paper copy, please contact:

Studentcare
Coordinator, Social Strategies
1200 McGill College Avenue, Suite 2200
Montreal, QC H3B 4G7

1 877 730-3733

accessibility@studentcare.ca or accessibility@aseq.ca

DEFINITIONS

"**Assistive Device**" is a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities, in seeing, hearing, speaking, mobility, walking, breathing, performing manual tasks, learning, working, or self-care.

"**Disability**" includes physical, mental, learning, or developmental disabilities, dysfunctions, or disorders.

"**Guide Dog**" means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the *Blind Persons' Rights Act, 1990* (Ontario).

"**Service Animal**" means an animal that is a service animal for a person with a disability:

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.

"**Support Person**" is a person who accompanies another person with a disability in order to help with communication, mobility, personal care, medical needs, or with access to goods or services.

TRAINING

Studentcare will provide training to all members of our organization on:

- The purpose and requirements of the Policy, including any changes or updates to the Policy or any of the practices and procedures noted herein;
- How to interact with customers with various kinds of disabilities, as well as their service animals, guide dogs, and/or support persons; and
- How to use, and assist others in using, the Assistive Devices described below.

PROVIDING SERVICE TO PEOPLE WITH DISABILITIES

COMMUNICATION:

All Studentcare employees are to communicate with our guests in a way that takes their disability into account.

ASSISTIVE DEVICES:

Guests may use their own personal Assistive Devices to access Studentcare's services.

SUPPORT PERSONS:

Studentcare welcomes our clients and members with disabilities and their support person.

USE OF GUIDE DOGS AND SERVICE ANIMALS:

Studentcare welcomes guests with disabilities who are accompanied by guide dogs or service animals on our premises. If a service animal is excluded by law, we will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from our goods and services.

FEEDBACK PROCESS

Customers may provide comments regarding Studentcare's implementation of this Policy by email, verbally, or in writing to:

Studentcare
Coordinator, Social Strategies
1200 McGill College Avenue, Suite 2200
Montreal, QC H3B 4G7

1 877 730-3733

accessibility@studentcare.net or accessibility@aseq.com

If any of the above methods of communication are not suitable, guests may request another method. Privacy will be respected at all times and Studentcare will review all feedback in order to improve its customer service.

Studentcare's Member Services will confirm our receipt of such feedback and will provide a response within 10 business days. We will endeavour to provide such a response in a manner that is accessible to the complainant.

NOTICE OF TEMPORARY DISRUPTION

Studentcare endeavours to give notice, as soon as reasonably possible, to the public when there is a temporary disruption to our facilities or services. Such notice will include information about the reason for the disruption, its expected duration, and a description of alternate facilities or services, if available. The notice will be placed in the Contact Us section of the Studentcare website (www.studentcare.ca), or provided through another method that is reasonable under the circumstances.

MODIFICATIONS TO/QUESTIONS ABOUT THIS POLICY

This Policy, or part thereof, may be modified from time to time. Any questions regarding this Policy should be directed to the contact information noted previously.

June 2016