

Accessibility Policy Statement

The Lake Partnership Inc. — Master Accessibility Policy

Policy number	TLPI-ACC-01
Effective date	2026-05-11
Policy owner	Vice-President
Applies to	All employees, volunteers, and policy developers of The Lake Partnership Inc., and any persons providing goods, services, or facilities on TLPI's behalf who deal directly with TLPI clients in that capacity
Legal authority	Accessibility for Ontarians with Disabilities Act, 2005 (AODA); Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR); Ontario Human Rights Code

1. Purpose and statement of commitment

The Lake Partnership Inc. (TLPI) is committed to providing goods, services, and an employment environment that are accessible to people with disabilities. TLPI will identify, prevent, and remove barriers to accessibility in a manner that respects the dignity, independence, integration, and equal opportunity of every person we serve and every person we employ.

This statement is the umbrella for TLPI's accessibility policy suite. The supporting policies listed in section 6 give effect to this commitment in specific operational areas required by the AODA and the IASR.

2. Scope

This policy applies to:

- All employees of TLPI, whether full-time, part-time, seasonal, or temporary
- Volunteers, students on placement, and any other unpaid workers
- Members of management who participate in developing TLPI policies and procedures
- Persons providing goods, services, or facilities on TLPI's behalf who deal directly with TLPI clients in that capacity. At present, this group is comprised of TLPI's own site supervisors and employees; sub-trades and suppliers engaged by TLPI do not deal directly with TLPI clients on TLPI's behalf and are therefore not within the customer-facing scope of this policy

TLPI is classified as a small organization under the IASR (private business with at least one but fewer than fifty employees). The obligations identified in the supporting policies reflect that classification.

3. Guiding principles

TLPI provides services and conducts itself in a way that upholds the four core principles of the AODA Customer Service Standard:

- **Dignity** — People with disabilities are treated as valued customers and colleagues, deserving of effective and full service.

- Independence — People with disabilities are free to do things in their own way and at their own pace, with assistance offered, not imposed.
- Integration — People with disabilities benefit from the same services, in the same place, and in the same or a similar way as other customers and employees, unless an alternate way is necessary to enable them to access services.
- Equality of opportunity — People with disabilities have the same opportunity to access, use, and benefit from TLPI's services and employment as anyone else.

4. Definitions

Definitions used in this policy and the supporting policies adopt those of the AODA and the Ontario Human Rights Code.

Disability: Includes any degree of physical disability, mental impairment or developmental disability, learning disability, mental disorder, or an injury for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997. A disability may be visible or non-visible, temporary or permanent.

Accessible format: An alternative way of providing information, including but not limited to large print, recorded audio, electronic text, Braille, or plain language.

Communication support: Supports that facilitate effective communication, including but not limited to sign language interpretation, real-time captioning, plain language, and reading information aloud.

Small organization: Under the IASR, a private-sector or not-for-profit organization with at least one but fewer than fifty employees in Ontario. TLPI is a small organization.

5. Roles and responsibilities

Vice-President: Accountable for TLPI's overall compliance with the AODA and the IASR. Approves this policy and the supporting policies.

Designated Accessibility Administrator: Coordinates day-to-day administration of the policy suite, including filing the Accessibility Compliance Report, maintaining training records, and responding to feedback.

Managers and supervisors: Implement the policies within their teams, identify accessibility barriers, and escalate concerns to the Accessibility Administrator.

All employees and persons acting on TLPI's behalf: Follow this policy and the supporting policies in their day-to-day work. Complete the accessibility training that applies to their duties.

6. Supporting policies

This statement is supported by the following policies, each of which addresses a specific obligation under the IASR:

- Accessible Customer Service Policy (TLPI-ACC-02)
- Notice of Temporary Service Disruption Policy (TLPI-ACC-03)
- Accessibility Feedback Process Policy (TLPI-ACC-04)
- Accessible Formats and Communication Supports Policy (TLPI-ACC-05)
- Recruitment and Employment Accommodation Policy (TLPI-ACC-06)
- Workplace Emergency Response Information Policy (TLPI-ACC-07)
- Individual Accommodation Process Policy (TLPI-ACC-08)

- Accessibility Training Policy (TLPI-ACC-10)

7. Availability

This policy and all supporting policies are available:

- On TLPI's public website at www.tpi.ca
- At the TLPI office (94 Beechwood, Ottawa)
- In accessible formats and with communication supports on request, at no additional cost, in accordance with the Accessible Formats and Communication Supports Policy (TLPI-ACC-05)

8. Review

This policy is reviewed at least once every three years, or sooner if changes to the AODA or the IASR require it. Records of reviews and revisions are maintained by the Designated Accessibility Administrator.

9. Approval

Effective date: 2026-05-11 Version: v.1.0