

## **Accessibility Policy**

Highgate Group Inc. is committed to providing clients with the highest standard of service possible. This includes providing accessible service to all clients in a manner that respects the dignity and independence of people with disabilities and complying with the mandatory standards addressed in the Quebec Government Act to Secure Handicapped Persons in the Exercise of their Rights with a View to Achieving Social, School and Workplace Integration (2004).

In the event of a planned or unexpected disruption of services to clients with disabilities at any Highgate location, clients will be notified by posting the details (i) on our website at this tab, and (ii) at the location itself in a conspicuous place at the point of disruption, the main entrance and/or the nearest accessible entrance to the service disruption. The notification will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities, if available, as well as contact information for our Accessibility Officer.

### **General Principles**

**Assistive Devices:** Highgate staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is always operated in a safe and controlled manner.

**Service Animals:** Highgate welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is always kept in control.

**Support Persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In situations where confidential or personal information might be discussed, consent will be obtained from the client, prior to any conversation taking place in the presence of the support person.