

Policy Statement

Epic Information Solutions Inc. (“Epic”) strives to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services in the same place and in a similar way as other employees, customers and partners. In addition, we are committed to meeting the needs of persons with disabilities in a timely manner.

Epic is committed to meeting its accessibility and non-discrimination obligations under the *Accessibility for Manitobans Act* and regulations made thereunder (“AMA”) and applicable human rights legislation (together as the “Legislation”).

Communication

When providing information to, or communicating with, a person with a disability, Epic will provide, on request, the information and communication in an alternative format or with a communication support. In addition, we will work in consultation with the person with the disability to provide the information in a timely manner that takes into account the person’s disability.

Epic will train team members who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services

Epic is committed to providing accessible telephone service to our customers. We train team members to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

Billing

Epic is committed to providing accessible invoices to all of our customers. Invoices will be provided in an alternative format upon request. In addition, we will answer any questions customers may have about the content of the invoice in person, by telephone or by email.

Assistive Devices

Epic is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Epic’s team members shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services. In addition, we will ensure that our team members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Service Animals and Support Persons

Epic’s team members shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

When an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities, and other reasonable arrangements to provide goods and services shall be explored with the person with the disability.

When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour), a team member may ask the person with a disability to remove the animal from the area or refuse access to goods or services. In this event, other reasonable arrangements to provide goods or services shall be explored with the person with the disability.

Persons with disabilities may be accompanied by a support person while accessing goods and/or services. Persons with disabilities will be permitted to enter the premises with their support person and will have access to the support person at all times while on our premises.

Accessibility Features

Practices and Measures:

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.
- Our accessibility features affected by this policy include: hallways, aisles, entrances, waiting rooms, meeting rooms, accessible washrooms, stairlifts, and automatic doors,

Service Disruption

At times there could be service disruptions (e.g. an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable).

In the event of a planned or unexpected disruption to services or facilities usually used by customers with disabilities, Epic will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

In the event of an unexpected service disruption, notice will be provided promptly. Notice may be provided in various ways, including on the website, over the phone, via email or in writing.

Training Requirements

We are committed to training all employees, all persons who participate in developing the organization's policies, and all other persons who provide goods, services or facilities on behalf of the organization. The training will include:

- An overview of the Legislation and the customer service requirements of the regulations made for employees based in Manitoba;
- An overview of Epic's Policy, practices and procedures related to accessibility;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person; and
- What to do if a person with a disability has difficulties accessing Epic's goods or services.

We will train every person as soon as practicable after being hired and provide training regarding any changes to the policies.

We will maintain records of the training provided, including the dates on which it was provided and the number of individuals to whom it was provided.

Employment Accessibility

Upon request, Epic will offer accommodations to applicants during all phases of the recruitment process and work with employees to provide workplace accommodations for temporary or permanent disabilities.

Alternate Formats

This document is available in alternative formats upon request at no extra cost. To request an alternative format, please contact:

Email: accessibility@epic.ca

Telephone: 1-204-975-7100– customer service

Mail:

1730 McGillivray Blvd

Winnipeg, MB

R3Y 3V6

Customer Feedback

We have a process for receiving and responding to feedback, and it is accessible to persons with disabilities upon request. Feedback from our customers provides Epic with opportunities to learn and improve. Epic recognizes the right of our customers to make a complaint, compliment or suggestion on ways to improve our services.

To provide feedback, please contact:

Email: accessibility@epic.ca

Telephone:

1-204-975-7100– customer service

Mail:

1730 McGillivray Blvd

Winnipeg, MB

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We endeavor to respond to all accessibility feedback within 15 business days. In addition, we will retain a record of all accessibility feedback for 4 years from the date of receipt.

By contacting Epic, you agree to the collection, use and storage of your personal information by Epic for the purpose of reviewing, responding and to serve you better. Your information will be handled in accordance with the [Bell Privacy Policy](#).