



ACCESSIBILITY COMMITMENT AND NOTICE

AlphaBee ABA Services is committed to providing an accessible, inclusive, and respectful environment for clients, families, employees, applicants, volunteers, and visitors.

We are committed to treating all individuals with dignity and independence and to identifying, preventing, and removing barriers to accessibility. AlphaBee strives to meet the accessibility needs of persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

To support this commitment, AlphaBee has established policies, practices, and procedures that promote accessibility in our services, programs, employment practices, and communications.

The following accessibility documents are available upon request:

- Accessibility Policy
- Multi-Year Accessibility Plan

Accessible formats and communication supports are available upon request. Requests for accommodations will be considered and provided in a timely manner, taking into account individual accessibility needs.

Accessibility Feedback

AlphaBee welcomes feedback regarding accessibility and the manner in which we provide services and supports. Feedback can be provided in the following ways:

- **Email:** info@alphabee.com
- **Phone:** 416-367-5968
- **In person:** Speak with any member of management

If you require an accessible format or communication support to provide your feedback, please let us know.

All feedback will be reviewed, and a response will be provided within **10 business days**.

Accessible Customer Service

- Assistive devices, service animals, and support persons are welcome
- Communication is provided in ways that consider individual accessibility needs
- Accessible formats and communication supports are available upon request

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to accessible services or facilities, AlphaBee will take reasonable steps to notify affected individuals, including information about the reason for the disruption, its expected duration, and available alternatives.

Contact

For accessibility-related inquiries, accommodation requests, or to obtain accessibility documents in an alternate format, please contact us by email at info@alphabee.com or phone at 416-367-5968.