

## THE BUSINESS ACCESSIBILITY TEST

<b>Customer Service</b>	<b>Yes</b>	<b>No</b>
Our customer service policy makes sure that customers with disabilities receive the same service as all our other customers.		
Our employees are comfortable serving customers with disabilities.		
We can provide our services in different ways – we ask customers how we may help them.		

<b>Access to your premises for customers and employees</b>	<b>Yes</b>	<b>No</b>
Our premises have automatic doors and level access to the entrance.		
Our parking lot has spaces reserved for people with disabilities.		
Hallways and aisles are clutter free and washrooms are accessible.		
If services are on different floors, there's an elevator.		

<b>Communication</b>	<b>Yes</b>	<b>No</b>
Our signs are easy- to- read in large type.		
Our website is designed to be user friendly and accessible to customers with disabilities.		
We have a TTY (a telecommunications device for people who are deaf or hard of hearing) number.		
Our reports, advertisements and other written materials use respectful language.		

<b>Marketing and Product Development</b>	<b>Yes</b>	<b>No</b>
Our advertising represents the whole community without negative stereotypes.		
Our marketing strategy reaches potential customers with disabilities.		
Our new products and services are designed to be accessible to all our customers, including those with sensory or mobility disabilities.		

<b>Employment</b>	<b>Yes</b>	<b>No</b>
Our staff is comfortable serving customers with disabilities.		
Our services can be provided in different ways. We ask customers how we may help them.		
When we use an e-recruitment website, we ask if it's accessible to people with disabilities or if it features alternative advertising methods.		
We're prepared to interview a job applicant who may need accommodation.		
Our job training can be delivered in alternate formats.		
Our working conditions are flexible and we can accommodate workers with different needs.		

<b>Policies, Practices and Planning</b>	<b>Yes</b>	<b>No</b>
Managers demonstrate a commitment to serving customers with disabilities.		
We have a job accommodation policy.		
We have anti-discrimination and anti-harassment policies that protect employees with disabilities.		
When planning new initiatives, we consider the needs of people with disabilities. .		

Count up the number of times you checked “Yes”

- 1 – 10 need work
- 11 – 15 you’re trying
- 16 – 20 good work
- 21 – 24 EXCELLENT!