



Accessibility Policy

Policy Statement

BBK Consulting, Inc. (the Company) is committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access goods and services. This includes staff, customers, suppliers, vendors, and contractors.

Purpose

The purpose of this policy is to outline practices and procedures in place at BBK Consulting, Inc. to help identify and remove barriers that impede a person's ability to access goods and services.

Definition

Assistive Devices and Measures:

Assistive devices and measures are supports made available by providers to improve access for people with disabilities. For example, wheelchairs, volunteers, real-time captioning services (on-screen typing of what speakers are saying), sign language interpreters or deaf-blind interveners. Other examples include Telephone Teletypes (TTY) to communicate with clients who are deaf, hard of hearing, have speech impairments or are deaf-blind.

Disability:

The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities and guarantees equal opportunities for individuals with disabilities in employment, transportation public accommodations, state and local government services, and telecommunications. Two sections of the ADA related to employment:

- Title I: Employment prohibits covered employers (with 15 or more employees) from discriminating against people with disabilities in all employment-related activities, including hiring, pay, benefits, firing, and promotions.
- Title II: State and Local Governments protects people with disabilities from discrimination in state and local government services, programs, and activities.

Under the ADA, a person has a qualified disability if he or she:

1. Has a physical or mental impairment (illness, injury or other condition) that substantially limits one or more major life activities;
2. Has a record of such an impairment; or
3. Is regarded as having such an impairment.

Personal Assistive Devices:

For the purpose of this policy, Personal Assistive Devices are personal supports used by persons with disabilities that enable them to carry out the activities of daily living. This can include but is not limited to wheelchairs, canes, scooters, crutches and any form of communication device.

Service Animals:

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Support Person:

A "Support Person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability.

Procedure

BBK Consulting, Inc. will ensure we are identifying and removing barriers to access for people with disabilities by:

- Enabling people with disabilities to access our goods and utilize our services by offering assistive devices and measures.
- Communicating with a person with a disability in a manner that takes into account his or her disability.
- Allowing people with disabilities to bring their guide dog or service animal with them to areas on the premises that are open to the public.
- Permitting people with disabilities who use a support person to accompany them and ensuring that a person with a disability has access to his or her support person while on our premises.
- Training staff about key principles and accessibility strategies and tools.
- Providing notice when facilities or services that people with disabilities rely on to access our services are temporarily disrupted.
- Establishing a process for people to provide feedback on how goods and services are delivered and explaining how BBK Consulting, Inc. will respond to any feedback and what action will be taken. It is the responsibility of every staff member to be attentive to the concerns of customers, suppliers, vendors, and contractors concerns related to accessibility.