

Accessibility for Ontarians with Disabilities Act (AODA) Policy

Guidelines

This policy is intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. O'Dell HVAC Group ("O'Dell") understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Accessibility Standards for Customer Service

Regulation 429/07, addresses the following, and requires all employees to have knowledge of:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices
- The Use of Service Animals
- The Use of Support Persons
- Notice of Service Disruptions
- Client Feedback
- Notice of Availability and Format of Required Documents

The Provision of Goods and Services to Persons with Disabilities

O'Dell will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all clients receive the same value and quality;
- allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the client's disability.

We are committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Company. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Service Animals

A client with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. Verification that the animal is a service animal may be requested of the customer/client.

If a service animal is excluded by law, Management will explain why the service animal is prohibited and offer alternative methods to enable the person with a disability to access goods and services, when possible.

Employees should not distract, touch, or offer treats to the animal that is on official duty to provide assistance to their owner with a disability.

Support Persons

If a customer with a disability is accompanied by a support person, we will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any such conversation.

In certain cases, it may be required that a person with disability be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of O'Dell. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services provided by the Company, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur, notice will be provided by posting notices at the reception desk and/or website.

Feedback Process

Customers who wish to provide feedback on the way goods and services are provided to people with disabilities can phone, email, or write a letter addressed to Management. The response to this feedback will be provided in a format that supports the needs of the customer.

Notice of Availability and Format of Documents

O'Dell will notify clients that the documents related to the Accessibility for Ontarians with Disability Act policy may be provided upon request and in a format that takes into account the client's disability in a timely manner by including information on the O'Dell website. The format of these documents will be determined based on the needs of the customer.

Integrated Accessibility Standards

In accordance with the Integrated Accessibility Standards Reg. 191/11, this section addresses the following:

- Procurement of Goods and Services
- Information and Communication Standards
- Employment Standards
- Design of Public Spaces

Procurement of Good and Services

Accessibility criteria and features will be incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods services or facilities, it shall provide, upon request, an explanation.

Information and Communications

Upon request, O'Dell will provide publicly available emergency information to clients in an accessible way.

Employment

Notification to Applicants about Accommodation in the Recruitment Process

O'Dell is committed to fair and accessible employment practices. Standard language will be developed to be included in all job postings, whether published publicly or internally, to notify our personnel and the public of our commitment to accommodate applicants with disabilities in the recruitment process.

Management will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If the selected applicant requests an accommodation, the applicant will be consulted and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

When making offers of employment, O'Dell will notify the successful applicant of its policies for accommodating employees with disabilities.

Individualized Workplace Emergency Response Information

Employees who have a disability will be provided individualized workplace emergency response information upon request. An Emergency Plan can be requested from Management.

For any employee who wishes to disclose the need to have an emergency response plan, Management will work with them to complete an Emergency Evacuation Plan.

Performance Management and Career Development

When undertaking any performance management and career development processes, O'Dell will ensure that the accessibility needs of all personnel with disabilities needs are taken into account.

This will include a review of any individual accommodation plans that are currently in place. Where an individual identifies any accessibility barriers, O'Dell will take steps to remove the barriers identified.

Design of Public Spaces

O'Dell will meet Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces. Due to the nature of our business, public spaces will typically include only service-related elements like reception counters/desks and waiting areas.

Accessibility Training

Training will be provided to all employees. A record of training will be kept for all employees who have completed it.