

## Canduct Industries Management System

# Accommodation, Accessibility and Disability in Ontario

SUPERSEDES Draft	REVISION Rev A	ISSUED 09/01/13	WRITTEN BY J. Pocrnic	MANAGER APPROVAL R. Anderson _____
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1. **Purpose:**

At Canduct Industries Limited, we are committed to providing goods and services to our Customers in a way that respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same service to the best of our ability, in the same place in an integrated manner, and where possible without the need for adaption unless alternate measures are necessary, in a timely manner. The same commitment applies to those with disabilities that may be providing good and services for our facilities or visiting at Canduct.

2. **Scope:**

This policy applies to all persons who deal with members of the public (customers / vendors / visitors) on behalf of Canduct Industries Limited in London, Ontario.

3. **Standards:**

This must be regarded by Management as a directive for compliance with the Health and Safety Program.

4. **Roles and Responsibilities:**

Senior Management is responsible for creating, reviewing, and communicating the Accessibility Standards Policy.

**Managers and Supervisors:**

- are responsible for ensure that the policy and procedures are adhered to by the employees under their supervision.
- are to accept requests for accommodation from customers / suppliers / visitors in good faith and request only that information that is required to provide for the accommodation.

**Employees:**

- must report to the Human Resources Manager any opportunity that does not allow for accessibility to the premises.
- are to take an active role in examining accommodation solutions that meet individual needs, deal with accommodation requests as quickly as possible; even if it means creating a temporary solution where a long-term one is to follow.
- are responsible for implementing the Accessibility Standards for Customer Service.

5. **General:**

Canduct will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Our goods and services are provided in a manner that respects the dignity and independence of persons with disabilities,
- The provisions of Canduct Industries Limited goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Canduct goods and services.

**Communication:**

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When communicating with a person with a disability, Canduct will do so in a manner that takes into account the person's disability.

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the companies goods and services. Exceptions may occur in situations where Canduct has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, Canduct may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Canduct goods and services, where Canduct Industries Limited has such other measures available.

Please note that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

#### Service Animals:

Persons with a disability may enter Canduct Industries Limited accompanied by a Service Animal and keep the animal with them for the duration of their visit.

If it is not readily apparent that the animal is a Service Animal, Canduct Industries Limited may ask the person with a disability to confirm this information either via letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability or a certificate of training from a recognized guide dog or service animal training school.

Please note that it is the responsibility of the person with a disability to ensure that his or her Service Animal is kept in control at all times.

#### Support Persons:

A person with a disability may enter Canduct Industries Limited with a Support Person and have access to the Support Person while on the premises (there is no fee charged for the support person to be on our premises)

#### 6. Communication, Feedback and Training:

##### COMMUNICATIONS:

- Staff are responsible to communicate with customers / supplier's / visitors in person may do so verbally (speak slowly, clearly and in simple language), via computer (email) or handwritten communications (legible).
- Provide sign language interpreter if a definite long term commitment (fees to be determined).
- Company Emergency Response Plans are posted on the Company website and are available to the public for review. Where specific accommodations are necessary, the Company must be notified prior to the individual with disability arriving in order to ensure measures are in place for their safety.

##### NOTICE OF DISRUPTION OF SERVICES:

- When there is a disruption in a particular service used to allow a person with a disability to access goods and services, Canduct Industries will give notice of the disruption to the public by posting information on their website [www.canduct.com](http://www.canduct.com) or by posting a notice at the front entrance of the building (where interruption not anticipated).

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#### USE OF FACILITIES:

- As some offices are on the upper level of the (location) plant, this may limit access for individuals with certain disabilities and/or confined to a wheelchair. Individuals are to indicate such limitations that use of the main floor offices or the outside training room may be arranged.

#### FEEDBACK:

- Customer's that wish to provide feedback on the way Canduct Industries provides goods and services to people with disabilities may report to by contacting the Human Resources Manager at (519) 652-8603 ext. 224 or [jpocrnic@canduct.com](mailto:jpocrnic@canduct.com). Feedback will be received verbally or via email. All reports will be shared with the JHSC where beneficial to making changes.

#### Communication & Training:

This Accessibility Program is communicated as follows:

- Company Health & Safety Manual.
- Safety Talk – Employee Training.
- Company Website.

This Accessibility Program will provide training that will include how to interact and communicate with persons in a manner that takes into account their disability.

This policy will be made available upon request in a timely manner and in a format that takes into account the person's disability.

Records of all the above training/review are kept by the EH&S Coordinator and include the signatures of all who have received training.

#### Evaluation:

Our Accessibility Standards for Customer Service is reviewed by the JHSC every 5 years or when there is feedback, new legislation or accommodations to be made. Any changes needed are made at that time.

#### Reference Material's:

Ontario Regulation 429/07  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

#### 7. Revision Notes:

#### DOCUMENT CONTROL

REV.	PAGE	DESCRIPTION	BY:	DATE:
Rev A	1	Revised to new format March 2016	J Pocrnic	03/20/16