

Accessibility Standards for Customer Service

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/7 under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and applies to the provision of goods and services to our clients, not to the goods themselves.

Scope

The AODA was designed to make Ontario more accessible by identifying, removing and preventing barriers for persons with disabilities. The AODA has five standards, one of which is the Ontario Standards for Customer Service, Ontario Regulation 429/07. This standard applies to all people, businesses and organizations that provide goods and services to the public or to other businesses or organizations with one or more employees. The goal of the customer service standard is to ensure that people with disabilities are given the same access to goods and level of customer service as everyone else. Businesses are expected to provide goods and services under the principles of dignity, independence, integration and equal opportunity. The standard also mandates measures around certain communication, assistive devices, guide dogs, service animals and service dogs, support persons, service disruptions, feedback and training.

This policy applies to:

- The provision of services at Stolk Construction Limited, in addition to all jobsites on which Stolk Construction is the general contractor.
- Contractors who deal with clients on behalf of Stolk Construction.
- All persons who participate in the development of Stolk Construction policies, practices, and procedures governing the provision of services.
- The section of this policy that addresses the use of guide dogs, service animals and service dogs only apply to the provision of services that take place at the Stolk Construction office, located at 11 Petersburg Circle, Port Colborne, ON.

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 customers bring with them such as a wheelchair, walker or personal oxygen tank, that might assist in hearing, seeing, communicating, 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, or physical reliance on a guide dog 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.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Right Act, to provide mobility, safety and increased independence for persons who are blind.

Service Animal as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability.
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind, is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a disability.
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person - as reflected in Ontario 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with Accessibility for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

- The provision of services to persons with disabilities.
- The use of assistive devices.
- The use of guide dogs, service dogs and service animals.
- The use of support persons.
- Notice of service disruptions.
- Customer feedback.
- Training.
- Notice of availability and format of required documents.
- External service agreements.

The Provision of Goods and Services to Persons with Disabilities

Stolk Construction 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 customers receive the same value and quality.
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing services as long as this does not present a safety risk.
- Using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner.
- Considering individual needs when providing services.
- communicating in a manner that considers the customer's disability.

Assistive Devices

Customer's own assistive device(s)

Persons with disabilities may use their own assistive devices as required when accessing services provided by Stolk Construction. 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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Stolk Construction will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

Food Safety and Quality Act 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to customers and in those areas that do not contain animals

or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The Health Protection and Promotion Act, Ontario Regulation 562 Section 60, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Stolk Construction may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability.
- a valid identification card signed by the Attorney General of Canada.
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern present itself for example in the form of a severe allergy to the animal, Stolk Construction will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a customer with a disability is accompanied by a support person, Stolk Construction will ensure that both persons are allowed to enter the premises together and that the customer 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 conversation where confidential information might be discussed.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Stolk Construction. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Stolk Construction's services,

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.

Notifications will include

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

- services that are disrupted or unavailable.
- reason for the disruption.
- anticipated duration.
- a description of alternative services or options.
- When disruptions occur Stolk Construction will provide notice by.
 - posting notices in conspicuous places including at the point of disruption, at the main entrance and/or the nearest accessible entrance to the service disruption
 - by any other method that may be reasonable under the circumstances.

Feedback Process

Stolk Construction shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available.

Submitting Feedback

Customers can submit feedback to:

Jhon Canon
HR Manager
(289) 981-2654
jcanon@stolk.ca

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- all employees

Training Schedule

Stolk Construction will provide training as soon as practicable. Revised training will be provided in the event of changes to legislation, procedures and/or practices. Stolk Construction will keep a record of training that includes the date training was provided and the number of employees who attended the training.

Notice of Availability of Documents

Stolk Construction shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given on the Stolk Construction website.

Privacy

All information about a disability is personal and private and must be treated confidentially.

Administration

Any questions or concerns about this policy or its related procedures should be directed to the HR Manager. This policy and its related procedures will be reviewed as required in the event of legislative change.