

<b>Accessibility for Ontarians with Disabilities Act (AODA)</b>	<b>Policy Number: AHS-030</b>
<b>Approved By:</b> Wes Quickfall	<b>Policy Date:</b> May 2012
<b>Areas Involved:</b> Head Office, Job Sites	<b>Revision Date:</b> September 2016
	<b>Review Date:</b> January 2021

## Policy

Conestogo Mechanical Inc. is committed to excellence in serving all customers including people with disabilities. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services and will communicate with people with disabilities in ways that take into account their disability.

## Safety Policy Overview

### ***Guidelines for Serving Customers with Disabilities***

#### *Deaf, Oral Deaf, Deafened, Hard of Hearing*

- Attract the customer's attention before speaking.
- Don't shout
- Make sure you are in a well-lit area where your customer can see your face
- If the person uses a hearing aid, reduce background noise or move to a quieter area

#### *Deafblind (with intervenor)*

- Speak directly to your customer, not to the intervenor
- Identify yourself to the intervenor when you approach you customer who is deafblind
- A customer who is deafblind is likely to explain to you how to communicate with them

#### *Vision Loss*

- Don't assume the customer can't see you
- Identify yourself when you approach your customer and speak directly to him or her
- Offer your elbow to guide the person
- Identify landmarks or other details to orient your customer to the environment
- Don't leave your customer in the middle of the room

#### *Intellectual/Developmental Disabilities*

- Don't assume what a person can or cannot do
- Use plain language
- Make sure your customer understands what you have said. Be direct and ask "Do you understand this?"
- Provide one piece of information at a time.
- You may want to ask if the information needs to be repeated

#### *Learning Disabilities*

- Take some time. People may take a little longer to process, understand respond
- Provide information in way that works for your customer.



### *Mental Health Disabilities*

- Be confident and reassuring.
- Listen carefully and focus on meeting the customers needs
- If the person appears to be in a crisis, ask them to tell you the best way to help

### *Physical or Disabilities affecting Mobility*

- Ask before your help. People with disabilities often have their own ways of doing things
- Respect your customers space
- Don't move items, such as canes and walkers out of the person's reach

### *Speech or Language Impairments*

- Don't assume that because a person has this disability, they also have another
- Give your customer whatever time they need to get their point across
- Ask questions that can be answered "yes" or "no", if possible
- Don't interrupt or finish your customer's sentences. Wait for them to finish.

### **Training**

Conestogo Mechanical Inc. will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Employees who will require training:

- Office staff
- Plumbing Service
- HVACR Service

The training will be provided to staff within three months of hire date.

Training will include:

- An overview of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the customer service standard
- Conestogo Mechanical Inc.'s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing Conestogo Mechanical Inc.'s good and services.
- Staff will also be trained when changes are made to the plan

### **Feedback**

Customers who wish to provide feedback on the way Conestogo Mechanical Inc. provides goods and services to people with disabilities can email ([gdelivery@conestogomech.com](mailto:gdelivery@conestogomech.com)), telephone or visit the main office. All feedback will be directed to the Joint Health and Safety Committee and will be followed up within 30 days.

