



## **Fibre Laminations Accessibility Policy (Accessibility for Ontarians with Disabilities Act)**

### **Commitment Statement**

Fibre Laminations, is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). Where the complete removal of barriers is unattainable, Fibre Laminations will attempt to accommodate persons with a disability in an appropriate and effective manner. We believe in integration and equal opportunity, and thus we aim to create an inclusive culture.

### **Intent:**

This policy is intended to meet the requirements of the Customer Service Standards included in the integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Fibre Laminations shall follow the principles of dignity, independence, integration and equal opportunity.

### **Guidelines**

In accordance with the Customer Service Standards, this policy addresses the following:

1. The provision of Goods & services to persons with Disabilities
2. Assistive Devices
3. Communication
4. Service Animals
5. Support Persons
6. Notice of Service Disruptions
7. Training
8. Notice of Availability and format of required documents
9. Customer Feedback

### **1) The provision of Goods & Services to Persons with Disabilities**

Fibre Laminations will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of respect, 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 pace when accessing goods and services as long as it 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;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

## **2) The use of Assistive Devices**

### Customer's own device (s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Fibre Laminations.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. For example where elevators are not present and where the individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## **3) Communication**

Fibre Laminations, will communicate with people with disabilities in ways that take into account their disability. Upon request Fibre Laminations will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability. This may include but it not limited to: large print, Braille, American Sign Language (ASL), captioning and videos that may be helpful to some people who have certain learning disabilities.

### Format of Documents

Fibre Laminations will provide information or documentation, as required, in a format that takes into account the person's disability and accommodates their need for accessible format.

Fibre Laminations and the person with a disability will agree upon the format to be used for the document or information.

## **4) Service Animals**

Persons with disabilities may enter Fibre Laminations premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and if the animal is not otherwise excluded by law. It is the responsibility of the person with a service animal for maintaining care and control the animal at all times. Consideration must be given to Health & Safety of the animal during access to certain areas of the plant.

### Exclusion Guidelines

If a service animal is excluded by law, Fibre Laminations will offer alternative methods to enable the person with a disability to access goods and services when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### Applicable Laws

Dog Owner's liability Act, Ontario: if there is a conflict between a provision of this Act or a regulation under this or any other Act relating to banned breeds (i.e. Pitbulls) 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.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

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

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation, from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

In addition service animals in training may be allowed on premises at the discretion of Fibre Laminations, providing that animal is registered as such and identified with a proper harness or vest.

#### Care and Control of Animal:

The customer who is accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

#### Allergies

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

### **5) The Use of Support Persons**

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

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situation Fibre Laminations will make very reasonable attempt to resolve the issue.

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

## **6) Notice of Disruptions in Service**

Fibre Laminations, will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its expected duration, and referrals to alternative facilities or services, if available.

When a disruption occurs Fibre Laminations will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the disrupted services and/or on the Fibre Laminations website;
- Contacting customer with appointments;
- Verbally notifying customers when they are making a reservation or appointment;
- By any other methods that may be reasonable and under the circumstances.
- In the event of an unplanned or emergency disruption Fibre Laminations may not be able to provide advanced notice.

## **7) Training**

Training will be provided to:

- Every person who is an employee of, or a volunteer, agents and/or contractors with Fibre Laminations.
- Every person who participates in developing Fibre Laminations policies.
- Every other person who provides goods, services or facilities on behalf of Fibre Laminations.

Training provisions:

Regardless of its format, training will cover the following:

- The purpose of the Accessibility for Ontarians with disabilities Act, 2005.
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- Fibre Laminations policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities;
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;
- What to do if a person with a disability is having difficulty accessing Fibre Laminations goods or services.

Training Schedule

Fibre Laminations will provide training as soon as practicable. Training will be provided to employees, volunteers, agents and/or contractors.

Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

## **8) Notice of availability and format of documents**

Fibre Laminations shall notify customers that the documents related to the Customer Service Standards area available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a place owned and operated by Fibre Laminations, the Fibre Lamination's website and/or any other reasonable method.

## **9) Customer feedback**

Those wishing to provide feedback to Fibre Laminations, regarding this policy or other Accessibility for Ontarians with Disabilities initiatives may do so by completing a customer's feedback form through the following methods. All feedback will be responded to in a timely and thorough manner.

Mail: 651 Burlington St. East, Hamilton Ontario L8L 4J5

Fax: 905-312-9572

Phone: 905-312-9152

Email: [info@fibre-lam.com](mailto:info@fibre-lam.com)

In person: 651 Burlington St. East, Hamilton Ontario L8L 4J5

### **Modifications to This Policy or Other Policies**

Fibre Laminations is committed to developing policies that respect and promote the dignity and independence of people with disabilities. Fibre Laminations retains the right to amend or change this policy or company procedures at any time; such changes will be made after considering the impact on people with disabilities.

Please refer to the link below for more information:

<http://www.aoda.ca>