



**Technologies Inc.**

*State-of-the-art Technology in Manufacturing*

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## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)**

### **1. Purpose and Background Information**

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibility of staff personnel (employees, Volunteers and other third parties) on behalf of LHM Technologies Inc. (LHM) in providing goods, services, and opportunities to people with disabilities.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Under the AODA, Ontario Regulation 429/07, entitled "Accessibility Standards for Customer Service" (the Regulation), came into force on January 1, 2008.

The objectives of this policy are to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA and the Regulation, require as a minimum legal standard in program design and service delivery to persons with disabilities and addresses the following:

- Provision of goods and services to persons with disabilities
- Use of service animals by persons with disabilities
- Use of assistive devices by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Notice of temporary disruptions in services and facilities
- Employment
- Staff training
- Information and communication for persons with disabilities
- Receiving and responding to feedback from our customers, employees, and members of the public who have a disability accessible when asked.
- Notice of availability and format of documents and meetings
- The development of multi-year accessibility plan which is maintained on an ongoing basis
- Where to ask questions about this policy

## **2. Scope**

This policy applies to all LHM employees, volunteers, visitors and others who deal with the public or other third parties on their behalf.

## **3. Policy**

### **Our Commitment**

LHM is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. LHM is dedicated to giving people with disabilities the same opportunity to access the Company's goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other people.

LHM is committed to providing a working environment that promotes dignity, independence, integration, and equality of opportunity.

## **4. Policy Objectives**

- To ensure that the goods and services provided by LHM are accessible to people with disabilities.
- To ensure that all LHM staff are aware of disabilities and interact with people with disabilities in a manner that ensures dignity, independence, integration, and equality of opportunity.
- To establish a mechanism for receiving and responding to feedback in a manner that is accessible to people with disabilities.
- To provide training to all LHM employees in how to interact with assistive devices, guide dogs, service animals, and support persons in an appropriate manner, as per the AODA.
- To ensure accessibility to information and communication via accessible formats and communication supports
- To ensure that accessibility is a regular part of finding, hiring and supporting employees with disabilities

## **5. Providing Goods and Services to Persons with Disabilities**

LHM is committed to excellence in serving all customers including persons with disabilities and will carry out its functions and responsibilities to ensure that policies, practices and procedures are consistent with the following principles:

- LHM's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain use or benefit from LHM's goods and services, and
- To ensure the best possible customer service, LHM encourages open two-way communication and expects persons with disabilities to communicate their need for accommodation or assistance if it is not readily apparent how that need can be met.

## **6. Use of Service Animals, Assistive Devices, and Support Persons**

We are committed to welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to public. We will also ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every effort will be made to ensure that any offsite event venues are compliant with LHM's commitment regarding service animals.

## **7. Assistive Devices**

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where LHM 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, if a person with a disability is hindered from accessing goods or services, LHM will accommodate the customer by providing an alternative where possible.

It should be noted 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.

LHM will ensure that staff are trained as required to use assistive devices available on our premises, including, but not limited to computers and software, electronic recorders and other devices that may become available.

## **8. Support Persons**

LHM is committed to welcoming customers with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter LHM's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on LHM's premises.

If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, LHM will require the accompaniment of a support person on LHM premises.

Customers are required to provide their own support person(s). Customers are expected to inform LHM that they will be on premises with a support person.

## **9. Billing**

LHM is committed to providing accessible invoices to all of our customers in Ontario and will make every effort to provide alternative formats of invoices in a timely manner upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## 10. Notice of Temporary Disruption to Facilities or Services

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities LHM will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at 446 Rowntree Dairy Road, Woodbridge, and at [www.lhmtech.com](http://www.lhmtech.com).

## 11. Employment

LHM will ensure that accessibility is a regular part of finding, hiring and supporting employees with disabilities. To that end, LHM is committed to:

- Informing job applicants that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
- Consulting with applicants and making adjustments to the selection process that best suit the applicant's needs, when requested.
- Supporting employees with disabilities by:
  - Developing and documenting individual accommodation plans for employees with disabilities
  - Creating and maintaining written processes for developing and documenting individual accommodation plans for employees with disabilities.
  - Helping employees with disabilities return to work
  - Taking accessibility needs of our employees into consideration with regards to performance management and career development opportunities
  - Helping employees stay safe in emergencies by providing them with individualized emergency response information when necessary.
- Informing employees about policies for supporting employees with disabilities when these policies come into effect in or organization, whenever new employees are hired, and whenever accessibility policies are changed.

## 12. Staff Training

LHM will provide training to all of its employees during their orientation by providing them with a self-study pamphlet and quiz, which must be returned to LHM within a week's time.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- LHM'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 a support person

- What to do if a person with a disability is having difficulty in accessing LHM's goods and services.

Employees who have questions or would like to know more on the Accessibility for Ontarians with Disabilities Act are strongly urged to speak with their Human Resources Administrator or to visit:

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>

Staff will be informed of any changes to policy through notice on our bulletin boards.

### **13. Information & Communication**

LHM is committed to providing information and goods and services to persons with disabilities in ways that take into consideration their disability. To ensure:

- LHM staff will be trained in how to interact and communicate with people with disabilities and how to provide LHM's goods and services to customers with disabilities guided by the principles of dignity, independence, and equality;
- Upon request, people with disabilities will be offered alternative communication formats that will meet the needs of the customer as promptly as feasible;
- Documents will be provided to employees and customers in an alternative format that will meet the needs of the individual in a timely fashion; and,
- If telephone communication is not suitable for a person's needs, alternative forms of communication will be offered as required.

### **14. Feedback Process**

The ultimate goal of LHM is to meet the needs of our customers, while paying attention to the unique requirements of our customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way LHM provides goods and services to people with disabilities can be made via email at [HumanResources@lhmtech.com](mailto:HumanResources@lhmtech.com) or in person, by telephone.

Feedback will be used to improve customer service. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received. The feedback may outline actions deemed appropriate, if any.

## **15. Format of Policies**

LHM develops and updates policies, procedures and practices in such a manner as to respect and promote the dignity and independence of people with disabilities, as well as integration and equality of opportunity. LHM will provide policy and procedure documents produced by the company in an alternative format upon request, within a reasonable amount of time. Any policy of LHM that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **16. Design of Public Spaces**

LHM will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include parking and meeting rooms.

## **17. Questions about this Policy**

If anyone has questions about the policy, or if the purpose of the policy is not understood, an explanation should be provided by or referred to Human Resources at [HumanResources@lhmtech.com](mailto:HumanResources@lhmtech.com)