



# AODA

## Accessible Customer Service Policy

Revision Level:	B
Revision Date:	January, 2020
Revised By:	Wendy Stroud
Page	Page 1 of 2

### Statement of Organizational Commitment

Lofthouse Manufacturing is committed to excellence in serving all customers including people with disabilities. We are committed to complying with both the Ontario Human Rights Code and the AODA.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

### Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health and/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.

We will ensure that our staff are trained and familiar with various assistive devices available at Lofthouse and that may be used by customers with disabilities while accessing our goods, services or facilities. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

### Communication

When communicating with a person with a disability, Lofthouse Manufacturing will do so in a manner that takes into account the person's disability. We will work with the person with a disability to determine what method of communication works for them.

### Service Animals


Persons with disabilities who are accompanied by service animals may access premises owned and operated by Lofthouse Manufacturing provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, Lofthouse Manufacturing will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to Lofthouse Manufacturing's goods, services, and facilities.

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. The use, safety, and clean-up of the service animal is the responsibility of the person with a disability.

Lofthouse Manufacturing does not allow service animals on the plant floor due to health and safety reasons. Whenever possible, arrangements will be made to ensure goods, services, and facilities are available within the main office.

### Support Persons

Lofthouse Manufacturing welcomes persons with disabilities who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods, services, and facilities, and/or for the purpose of providing support with mobility, personal assistance, and/or communication.

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		Page	Page 2 of 2

Individuals who are accompanied by a support person are encouraged to inform relevant Lofthouse manufacturing persons of their participation.

There may be rare circumstances where for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the Lofthouse Manufacturing Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all Lofthouse Manufacturing facilities and meeting rooms.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Lofthouse Manufacturing, will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, Lofthouse Manufacturing’s website, physical postings and/or communication via e-mail or phone calls to affected individuals. The required information necessary for any communication of a temporary disruption may include:

- Time, date, and location of the disruption;
- Information about the reasons for the disruption;
- Anticipated duration of the disruption;
- Descriptions of alternative facilities or services, if any.

### **Training**

Training will be provided on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training on the requirements of the accessibility standards and on the Human Rights Code shall be appropriate to the duties of the employees.

Lofthouse Manufacturing will provide accessibility training to:

- All employees of Lofthouse Manufacturing;
- Anyone involved in developing our policies; and
- Anyone who provides goods, services, or facilities on the behalf of Lofthouse Manufacturing.

Staff will be trained as soon as practicable. Staff will also be trained when changes are made to our accessible customer service policies.

### **Feedback Process**

Lofthouse Manufacturing welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. A feedback form is available on our website or by request.