

VanMar Constructors ON Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

VanMar Constructors ON Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

VanMar Constructors ON Inc. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

VanMar Constructors ON Inc. is committed to excellence in serving all customers including people with disabilities.

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 office facility.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, we will make every attempt to use other measures to ensure the person with a disability can access our services or facility.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

Email and written communication for those with hearing disabilities.

Telephone calls and in-person meetings for those with visual disabilities.

Accommodating support persons or translators as required for those with disabilities.

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) 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

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

Service animals are prohibited from the following areas:

Private offices unless accompanied by an employee.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, VanMar Constructors ON Inc. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, VanMar Constructors ON Inc. will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Training

VanMar Constructors ON Inc. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 3 months after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- VanMar Constructors ON Inc.'s policies 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 VanMar Constructors ON Inc. office.

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

Feedback process

VanMar Constructors ON Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback on the VanMar website under the AODA link.

Customers who wish to provide feedback on the way VanMar Constructors ON Inc. provides services or access to our facility to people with disabilities can provide feedback in the following way(s):

Telephone: Calling our Ontario Head Office

Email: Contacting our HR or Customer Service Departments

All feedback, including complaints, will be handled in the following manner:

Feedback will be handled by Danielle Cerny in Human Resources and

Customers can expect to hear back in 3 business days.

VanMar Constructors ON Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

VanMar Constructors ON Inc. will notify the public that documents related to accessible customer service, are available upon request by posting a notice on its website under the AODA link.

VanMar Constructors ON Inc. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner.

Modifications to this or other policies

Any policies of VanMar Constructors ON Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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