

**Doug Tarry Limited**  
**Accessibility for Ontarians with Disabilities Act [AODA] Policy and Procedure**

<b>Section:</b> Administration	<b>Policy Number:</b> 002
<b>Sub-section:</b> Human Resources	<b>Effective Date:</b> January 1, 2012
<b>Subject:</b> Customer Service Policy	<b>Revision Date:</b> January 22, 2024
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**POLICY**

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) Regulation 429/07* is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability, with the aim of achieving accessibility for persons with disabilities, by 2025. In keeping with this objective, organizations must reach compliance within the spirit and intent of this legislation by way of: [1] General Requirements of the Regulation [2] Information and Communications Standard [3] Employment Standard [4] Transportation Standard and [5] Design of Public Places Standards to ensure that goods and services are, where at all possible, equally accessible to every member of the public.

**PURPOSE**

We at Doug Tarry Limited, hereinafter referred to as “DTL” are committed to providing a barrier-free environment for our customers. The purpose of this policy, therefore, (the “Policy”) is to ensure that we meet the requirements of these Standards and promote their underlying core principles, described below.

**SCOPE**

The Policy applies to all persons who, on behalf of DTL, deal with members of the public or other third parties. This includes our employees, agents and contractors.

**RESPONSIBILITY**

Each manager/supervisor and/or department head is responsible to ensure that all employees are trained in the application under the Accessibility Standards for Customer Service, and employees are expected to conduct themselves within the spirit and intent of this policy.

**DEFINITIONS**

**Barrier**

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, a barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, or a policy or a practice.

**Accessibility Report:**

The report required to be filed pursuant to section 14 of the Act.

**Assistive Device:**

Any device used to assist a person in performing a particular tasks or to aid that person in activities of daily living.

**Disability:**

Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H.19.

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheel chair or other remedial appliance or device,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved understanding or using symbols or spoken language, a mental disorder, or
4. an injury or disability for which benefits are claimed or received under the insurance plan established under the *Workplace Safety Insurance Act, 1997* [“handicap” (sic)]

**Service Animal.**

An animal is a service animal for a person with a disability, if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Person.**

A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

**CORE PRINCIPLES OF THE POLICY**

We endeavour to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

**1. Dignity**

Persons with a disability must be treated as valued customers as deserving of service as any other customer.

**2. Equality of Opportunity**

Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

**3. Integration**

Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability,

goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

#### **4 Independence.**

Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

### **Accessible Mediums of Communication**

DTL strives to communicate with members of the public in a manner that is accessible to disabled persons by way of posting its Accessibility Standards for Customer Service on its website at [dougarryhomes.com/](http://dougarryhomes.com/)

### **Communicating with Persons with a Disability**

DTL strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### **Assistive Devices**

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

1. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier.
2. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.
3. Staff members will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

### **Service Animals**

Persons with a disability may enter premises owned and/or operated by DTL accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

1. If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.
2. If it is not readily apparent that the animal is a Service Animal, DTL may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

3. Staff members will receive training on how to interact with persons with a disability accompanied by a Service Animal.

### **Support Persons**

A person with a disability may enter premises owned and/or operated by DTL with a Support Person and have access to the Support Person while on the premises.

1. DTL may, furthermore, require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
2. Staff members will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

### **Notice of Temporary Disruptions**

DTL will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of the DTL website.

#### **The notice will include the following information:**

1. That a facility or service is unavailable
2. The anticipated duration of the disruption.
3. The reason for the disruption.
4. Alternative facilities or services, if available

### **TRAINING AND RECORDS**

DTL will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

#### **Content of Training**

1. A review of the purpose of the Act and requirements of the Standard.
2. A review of the Policy.
3. How to interact and communicate with persons with various types of disabilities.
4. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.

5. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.
6. What to do if a person with a disability is having difficulty accessing our premises and/or services.

### **Timing of Training**

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

### **Documenting Training**

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Act.

### **INDIVIDUALIZED EMERGENCY RESPONSE PLANS**

The Accessibility for Ontarians with Disabilities Act [AODA] requires every employer to provide individualized workplace emergency response information to **employees who have, identified to the employer, that they have a disability that requires accommodation.**

In order to fulfill our "duty to accommodate," we must be made aware of any needed accommodation so that we can respond with an appropriate, individualized emergency plan.

Accordingly, anyone requiring an individualized workplace emergency response plan is asked to complete the individualized Emergency Response Plan Consent Form from the Human Resources Manager or their designate.

Once the completed documentation is received, DTL will develop an individualized workplace response plan.

### **FEEDBACK PROCEDURE**

#### **Receiving Feedback**

DTL welcomes and appreciates feedback about this Policy and its implementation. Feedback can be provided in the following ways:

1. In person at Doug Tarry Homes, 358 Elm Street, St. Thomas, Ontario, N5R 1K1
2. By telephone at [519] 631-9300, Monday - Friday, 9 am - 5 pm.
3. In writing to.

Heather Fletcher - Human Resources  
Keri Mumford - Human Resources Manager

4. Electronically to.

kmumford@dougarryhomes.com  
heatherfletcher@dougarryhomes.com

**Responding to Feedback**

DTL has a feedback protocol to enable it to receive and respond to comments, including complaints, within thirty [30] days. The feedback protocol is available upon request.

**DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

1. Notification of same shall be posted on the Agency website and at a conspicuous place at the location to which this Policy applies.

**FORMAT OF DOCUMENTS**

DTL will provide documents, or the information contained in documents required to be provided under the Standard, to a person with a disability, in a format that takes the person’s disability into account.

**PROCEDURE TEMPLATES:**

The following procedures form part of this policy

Appendix "A"	Physical Disabilities	Appendix "H"	Customer Feedback
Appendix "B"	Vision Loss	Appendix "I"	Service Disruption
Appendix "C"	Hearing loss	Appendix "J"	AODA Quiz
Appendix "D"	Speech impediment	Appendix "K"	Quiz answers
Appendix "E"	Mental Disabilities	Appendix "L"	Choosing right words
Appendix "F"	Assistive Devices	Appendix "M"	Attendance sheet
Appendix "G"	TTY Teletypewriter	Appendix "N"	Acknowledgment

**CIVILITY - RESPECT - DIGNITY**

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