

502 Accessibility Policy (AODA) (Posted)

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STATEMENT OF ORGANIZATIONAL COMMITMENT

Duststop Air Filters is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We support integration and equal opportunity for all people. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Duststop Air Filters is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Duststop Air Filters 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.

Duststop Air Filters is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities and striving for continuous improvement in accessibility.

RESPONSIBILITY

The Office Manager has overall responsibility for the implementation of the Accessibility for Ontarians with Disabilities Act (AODA).

All management levels and their personnel are responsible to comply with all procedures and practices outlined in this policy.

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 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. Other measures may include; assisting and / or escorting a visitor with a vision impairment versus using a service animal or cane.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, or facilities.

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 and other third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for 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;

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- 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

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, this organization might require a person with a disability to be accompanied by a support person for the health or safety of the person with a disability or others on the premises.

Before deciding this, Duststop Air Filters will:

- Consult with the person with a disability to understand their needs
- Consider legitimate 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

EMPLOYMENT

All job advertisements will include a statement that Duststop Air Filters will make reasonable arrangements to accommodate applicants with disabilities. When inviting an applicant for an interview, the hiring manager shall ask if the applicant requires any special accommodations in order to attend.

All offers of employment will include an accommodation clause should the successful candidate require accommodations to be in place to commence employment.

The hiring manager shall consider the following when preparing for an interview:

- Location of the interview
- Format of any skills assessment tests
- Room set-up for in-person interviews
- Interviewing timelines
- Support persons
- Completing Paperwork / Documentation

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers their accessibility needs due to a disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for;

- a) Information that is needed to perform the employee's job, and
- b) Information that is generally available to employees in the workplace

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We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

TRAINING

We are committed to training all staff on the AODA Integrated Accessibility Standards Regulation and its requirements, as well as the Ontario Human Rights Code as it pertains to persons with disabilities.

In addition, we will ensure the following have training:

- a) All persons who participate in developing the organization's policies; and
- b) All other persons who provide goods, services, or facilities on behalf of the organization

Training includes;

- Purpose of the Accessibility for Ontarians with Disabilities Act (AODA)
- Requirements of the Integrated Accessibility Standards Regulation
- Our policies and procedures relating to employment accessibility
- How to interact and communicate with people with various types of disabilities
- The Ontario Human Rights Code and the benefits of a diverse workforce
- 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 our organization's goods, services, or facilities
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include;
 - Lift Assist Tables for weights up to 100lbs
 - Pallet Truck / Walkie

Training of our employees on accessibility relates to their specific roles and may be provided in several different formats depending on need, time constraints, and availability. These formats include in-person, webinar and print.

Additional training is provided in respect of any changes to the policies. We maintain records of the training provided including the date the training occurred and who attended.

RETURN TO WORK PROCESS

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

The returning employee is required to provide medical documentation (at their cost) either directly from their doctor or via a third-party insurance company that indicates they are able to return to work. If they are unable to return to work without accommodation, a medical certificate from their doctor or the third-party insurance company outlining the required accommodations must be provided.

If accommodation is required, an individual accommodation plan will be developed.

WRITTEN ACCOMMODATION PROCESS

Duststop Air Filters is committed to providing accommodations for people with disabilities.

The need for accommodation should be:

- Requested by the employee through their supervisor (a doctor's note and functional abilities form is required); or

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- Identified by the employee's supervisor during performance management, career development and redeployment processes.

Duststop Air Filters will gather relevant information and assess the employee's needs, with the employee actively participating in this process. The employee may also request the participation of a representative from the workplace. This policy does not refer to minor or temporary job modifications that generally last one week or less. A formal, written accommodation plan is not required under these circumstances. However, a detailed doctor's note and/or functional abilities form (at the employee's expense) is required to ensure the employee's functional abilities are being met during this period.

While the Company does not require details on the nature of the employee's disability to provide an accommodation, the Company must be advised of the employee's functional abilities. In the event an employee provides insufficient medical documentation to support a formal accommodation, they are responsible for providing the appropriate documentation (at their cost) to support the accommodation. The Company may also request that an independent external expert participate, at the Company's expense. Employees are still responsible for the cost of medical certificates required to apply for short-term disability, maternity leave, family leave, etc. as per existing policies. A medical note is not required for sick leave under the Employment Standards Act (see Policy 527).

Applicable options will be evaluated by the parties involved to determine the most appropriate accommodation measure for the employee. Examples of modified duties may include;

- Reduction in hours of work or change in work schedule
- Change in work area
- Different equipment or work methods
- Assignment of special projects
- Related duties or limited duties using the employee's same skill set and work knowledge

Once the most appropriate accommodation has been identified, the details are captured in a formal plan. The accommodation plan is provided to the employee in a format that considers their accessibility needs due to the nature of the disability. The employee's personal information is protected at all times.

The formal plan may include;

- Accessible formats and communication supports, if requested
- Workplace emergency response information, if required
- Any other accommodation to be provided

If the individual accommodation is denied, the manager will respond to the employee with the reason for the denial, in an accessible format.

The approved accommodation plan is then implemented, monitored, and reviewed to ensure it has effectively resolved the challenge the employee faces. A copy of the accommodation plan is filed with the employee's Human Resources information.

- Formal plan reviews are conducted at a predetermined frequency
- The accommodation plan is reviewed if the employee's work location or position changes
- The accommodation is reviewed if the nature of the employee's disability changes

If the accommodation is no longer appropriate, the employee and the manager / supervisor are required to work together to gather relevant information and reassess the employee's needs for Duststop Air Filters to find the best accommodation measure(s) available in accordance with this

policy.

ACCESSIBLE EMERGENCY INFORMATION

Where needed, we will provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is responsible for helping that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information;

- a) When the employee moves to a different location in the organization
- b) When the employee's overall accommodation needs or plans are reviewed, and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

DESIGN OF PUBLIC SPACES

Duststop Air Filters will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Accessible off-street parking
- Reception area
- Main floor washrooms

NOTICE OF TEMPORARY DISRUPTION

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a disruption to services or facilities for persons with disabilities, we will notify the public promptly of the service disruption and alternatives available including information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

FEEDBACK PROCESS

Duststop Air Filters welcomes feedback on how we provide accessible customer service. Customer and employee feedback will help us identify barriers and respond to concerns. We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. Feedback may be submitted in person, in writing, by email, or by telephone to our Office Manager. Please send your feedback to Kandis Jamrozinski kjamrozinski@duststopfilters.com or call (519) 882-2800 Ext 227.

NOTICE OF AVAILABILITY OF DOCUMENTS

Duststop Air Filters notifies the public that documents related to accessible customer service, are available upon request by posting a notice on the company website www.duststopfilters.com/accessibility.

Duststop Air Filters will provide these documents 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 and at no additional cost.

INFORMATION AND COMMUNICATIONS

We communicate with people with disabilities in ways that consider their disability. We will work with people with disabilities to determine what method of communication works for them.

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This may include:

- Large print for all work correspondence
- Using email rather than over the telephone for someone with a hearing disability
- Keeping all signage clean and clear and presenting in a pictogram format where able

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports;

- a) In a timely manner, considering the person's accessibility needs due to a disability, and
- b) At a cost that is no more than the regular cost charged to other people

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we shall provide the requestor with;

- a) An explanation as to why the information or communications are unconvertible, and
- b) A summary of the unconvertible information or communications

We notify the public about the availability of accessible formats and communication supports by posting on the company website.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

CHANGES TO EXISTING POLICIES

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

This document is publicly available. Accessible formats are available upon request.