

ROCHESTER MIDLAND LIMITED

# **Accessibility for Ontarians with Disabilities Act Policy**

## **OUR COMMITMENT**

Rochester Midland Limited strives at all times to provide access and service in a way which respects the dignity and independence of persons with disabilities. The Company is committed to providing persons with disabilities the same opportunities to access our facilities and services and to benefit from this access in similar ways as other persons. The Company will strive to ensure that its policies, practices, and procedures are consistent with the core principles outlined in the Accessibility for Ontarians with Disabilities Act (OADA):

**DIGNITY.** Goods and services are provided in a manner which is respectful to a person's disability.

**INDEPENDENCE.** Goods and services are provided in a manner which respects a person's right to do for him/herself and to choose the way she/he wishes to receive the goods and services.

**INTEGRATION.** Goods and services are accessible in an inclusive manner with full participation as the ultimate goal.

**EQUAL OPPORTUNITY.** Goods and services are provided in a manner which allows persons with disabilities the same chances, options, benefits, and results as others.

## **SCOPE**

This Policy applies to all Rochester Midland Limited employees, customers, contractors, and other visitors.

## **PRACTICES**

### **Communication with Persons with Disabilities**

The Company will communicate with persons with disabilities in a manner that takes into account the person's disability. The Company will provide training to all current and future employees and volunteers with respect to how to interact and communicate with persons with various types of disabilities.

## **Telephone Services**

The Company is committed to providing fully accessible telephone services. The Company will train staff to communicate with clients over the telephone in clear and plain language and to speak clearly and slowly. The Company will offer to communicate with clients by email or TTY relay services if telephone communication is not suitable to their communication needs or is not available.

## **Assistive Devices and Technologies**

Assistive devices or technologies are permitted and unrestricted in all areas of the Company to which employees and the public have access. The Company is committed to serving persons with disabilities who use assistive devices to obtain, use, or benefit from the Company's goods and services. The Company will strive to ensure that its staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing the Company's goods and services. The provision, use, and safety of personal assistive devices is the responsibility of the person with a disability.

## **Service Animals**

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

## **Support Persons**

The Company welcomes customers, employees, and visitors who are accompanied by a support person when the support person has been hired or chosen by the person with the disability to accompany them in order to assist in accessing goods or services and/or for the purposes of providing support with mobility, personal assistance and/or communication.

## **TRAINING**

The Company shall provide training in respect of the AODA and Accessible Customer Service Standard to all current employees and, in particular, to those providing services and who are involved in the development and approval of customer service policies, procedures, and practices. New employees will be provided such training as part of their orientation. Training will include the following:

- The purposes of the AODA and the requirements of the Accessible Customer Service Standard

- How to interact and communicate with persons with various types of disabilities
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- How to use TTY relay services, if available
- What to do if a person with a disability is having difficulty accessing the Company's goods and services
- The Company's policies, practices, and procedures relating to the customer service standard
- Staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **6. FEEDBACK PROCESS**

Feedback about the delivery of services to persons with disabilities is welcomed as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or by e-mail. The Company will make best efforts to provide a response in the same format in which the feedback was received within a reasonable time.

Some feedback may require more effort to be properly addressed and may need to be reviewed before an action is taken. The Company will endeavour to respond within a reasonable time.

Information about the feedback process will be posted on the Company's website at [www.rochestermidland.com](http://www.rochestermidland.com).

Feedback may be provided directly to:

Mail: Jackie Porter, Human Resources Manager, Rochester Midland Limited, 851 Progress Court, Oakville L6K 0A7 Ontario

Telephone: Jackie Porter, Human Resources Manager, (905) 847-3000, Ext. 221

Fax: Jackie Porter, Human Resources Manager, (905) 847-1675

Email: Jackie Porter, Human Resources Manager, [jporter@rochestermidland.com](mailto:jporter@rochestermidland.com)

In person: Jackie Porter, Human Resources Manager 851 Progress Court, Oakville L6K 6K1 Ontario 8:30 a.m.-4:30 p.m. Monday through Friday except statutory holidays

## **7. AVAILABILITY OF POLICY**

This Accessibility for Ontarians with Disabilities Policy and the Company's feedback documentation are available upon request. When providing these documents to a person with a disability, the Company will endeavour to provide the document or the information contained in the document in a format that takes into account the person's disability.