

# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

**A O D A**

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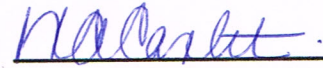
**FERRELL**  
BUILDERS' SUPPLY LTD.

Original Policy - Date of issue: November 1, 2012

Review / Revised Date: January 1, 2019

Supersedes: June 1, 2018

Approved by: Mary Ann Cantelmi (Chief Financial Officer):



Rohinton Gatta (Chief Operating Officer):



## PURPOSE

Ontario's first standard under the act, "customer service" is now law. This training is intended to make you aware of the Accessibility for Ontarians with Disabilities Act (hereinafter referred to as AODA). It will help you understand and better serve the needs of our special needs customers, contractors and visitors with disabilities. This information will also help us comply with the training requirements in the customer service standard. While recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by providing for the involvement of persons with disabilities, by the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards. The goal is to change attitudes and environments in the private and public sectors to favour persons with mild to severe disabilities and to relieve the borders of requesting accommodation from persons with disabilities by January 1, 2025.

AODA was passed in 2005. Ontario is developing mandatory, province-wide standards to achieve this goal and to improve accessibility. Standards are being developed in key areas of everyday life including:

- Customer Service / Employment / Transportation / Information and Communications as well as a built environment, including buildings

## STATEMENT OF COMMITMENT

Ferrell Builders' Supply Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility, meeting accessibility requirements and all standards under AODA. The regulations associated with the Integrated Accessibility Standard (hereinafter referred to as the IASR) under AODA require that Ferrell establish, implement, maintain and document a Multi-Year Accessibility Plan which outlines the Company's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.



## MULTI-YEAR ACCESSIBILITY PLAN

Consistent with the objectives of the AODA and in accordance with the IASR Ferrell's Multi-Year Accessibility Plan outlines our comprehensive strategy. Ferrell commits to posting this plan in an obvious location (on the Safety Board) within our facility, provide our Plan in an accessible format, upon request and review and update our Plan as required.

## DEFINITIONS

### Disability:

- a) 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 (high blood sugar), a 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 wheelchair or other remedial appliance or device.
- b) A condition of mental impairment or a developmental disability.
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- d) A mental disorder.
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the 1997 Workplace Safety and Insurance Act.

**Barrier:** A barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Typical barriers to accessibility encountered by persons with disabilities include: physical, architectural informational or communications, attitudinal, technological and systemic barriers.

1. **Physical / Architectural:** Design elements of a building or a space that causes problems for persons with disabilities.
2. **Attitudinal:** Our perceptions of and how we interact with persons with disabilities.
3. **Informational / Communication:** Things or situations that make it difficult for a person with a disability to give receive or understand information.
4. **Systemic:** Any organizational policies and practices that (often unwillingly) restrict the participation of persons with disabilities.
5. **Technological:** Poor or inexistent technology systems that can prevent people from accessing information. Common tools like computers, telephones and other aids can all present barriers if they are not set up or designed with accessibility in mind.



**Support Person:** Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

**An Animal:** Is a service animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Dignity:** Service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

**Independence:** The ability of a person with a disability to be allowed to do things on their own without unnecessary help or interference from others.

**Integration:** This allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

**Equal Opportunity:** Service is provided to a person with a disability in such a way that they have an opportunity to access goods or services equal to that given to others.

## **ROLES and RESPONSIBILITIES**

Ferrell Builders' Supply Ltd. will ensure that training is provided on the AODA requirements to all employees, and others who work with us and on our behalf with a view to ensuring that they are familiar with our policies, practices and procedures for providing persons with disabilities with goods and services. Ferrell will also continue to provide training on the Human Rights Code as it pertains to persons with disabilities. Ferrell will keep a record of the training it provides. This training will be provided to all existing staff at the time this policy is implemented and for new employees when they commence their orientation process. The training will be appropriate to the duties of the employees and other affected persons. Re training will occur whenever changes are made. Through the AODA 2005, the province is becoming more accessible for people with disabilities. Under the act, accessibility standards are being developed. These are the rules that Ontario businesses and organizations must follow to break down barriers for people with disabilities.



**As required by the AODA requirements Ferrell Builders' Supply Ltd. commits to:**

1. **Billing** - We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternate formats upon request. We will answer any questions about the content of the invoice in person, by telephone or email, in accordance with our Privacy Policy.
2. **Feedback** - Ferrell Builders' Supply Ltd. will accept feedback from anyone who has any concern about our Accessibility Program. We will address any concerns in a timely manner. Feedback may be submitted in writing, by email, or by telephone to the Health and Safety Coordinator. Please direct your feedback to [steve@ferrellbrick.com](mailto:steve@ferrellbrick.com) or call (905) 979-1116.
3. **Availability of Documents** - All documents relating to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format reasonably accommodating special needs and disabilities. This would also include Ferrell's Multi-Year Accessibility Plan. You may make a request in writing, by email or by telephone to the Health and Safety Coordinator. Please address your request to [steve@ferrellbrick.com](mailto:steve@ferrellbrick.com) or call (905) 979-1116.
4. **Availability of Accommodation in our Recruitment Processes** - As part of our hiring initiative Ferrell introduces the appropriate language in all internal and external job postings as required under section 22 of the IASR. Postings will include the following statement "Accommodation for applicants with special needs in our recruitment process will be discussed during the initial interview and if applicable at the point of hiring". Applicants requiring accommodation for disability during any stage of the recruitment and selection process are encouraged to advise us accordingly. The duty to accommodate is supported by our policies and procedures and will be made available during the hiring process as required under section 24 of the IASR.

**Further Accomplishments and Progress to date:**

**AODA Committee:**

Ferrell is committed to complying with the provisions of the AODA and the committee members ensure that Ferrell is compliant with the AODA

**AODA Customer Service Standard Requirements:**

The accessibility standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation Ferrell is committed to providing respectful services that focus on the unique needs of the individual. To achieve this Ferrell makes every reasonable effort to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the guiding principles set out in the Accessibility Standards for Customer Service.



As part of their commitment, Ferrell has created and posted the Customer Service Standards Policy, procedures and principles.

Customer Service Training consists of mandatory training by all Ferrell employees and is also part of Ferrell's mandatory component for new hires.

Customer Service Standards and Feedback Notices are displayed within Ferrell's facilities and on Ferrell Builders' Supply Ltd. website.

**AODA Individual Emergency Evacuation Procedures:**

Ferrell is committed to complying with the provisions of the AODA in respect of this requirement. The objective is to make our company safer for persons with disabilities during emergency circumstances.

- a) All existing and new employees who require an individual workplace emergency response plan are provided with an individual plan that takes into account their disability.
- b) All employees are made aware of the availability of individual emergency evacuation plans during the hiring process.
- c) Information on how to obtain individual emergency evacuation plans are made available to all employees.
- d) All managers have received training and resources to understand how to complete an Emergency Evacuation Plan and when an individual Emergency Evacuation Plan is required.
- e) When we become aware that an employee has a disability and there is a need for an accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable.

**Disability Management and Return to Work Programs:**

Ferrell is committed to ensuring all disabilities are managed in a way that promotes the dignity, independence, integration and equal opportunity of the person with disabilities. We will accommodate where possible, a Return to Work Program that will assist persons with disabilities to return to work. Ferrell will work with the person with a disability and any associated health professional to assist with the creation and implementation of this program.

## CLOSING STATEMENT

In accordance with the AODA Ferrell's objective is to treat people in a way that allows them to maintain their dignity and independence. This also helps create an inclusive work environment for Ferrell employees to develop their full potential. Whether your organization is large or small, attracting every potential customer is essential to your business. Improving your services for customers with disabilities can help you increase your customer base and your bottom line.

**The Duty to Accommodate and our company being  
accessible to customers with disabilities isn't just the right  
thing to do anymore**

**" IT'S ALSO THE LAW "**

## ACKNOWLEDGEMENT UNDERSTANDING & AGREEMENT

The undersigned has received and read the information in Ferrell's "Accessibility for Ontarians with Disabilities" policy. I agree to abide by the guidelines set out in this policy. I further understand my roles and responsibilities as an employee who may help any of our special needs customers, contractors or visitors to our sites.

\_\_\_\_\_  
Employee (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Manager (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Manager (Signature)

\_\_\_\_\_  
Date