

FERRELL

BUILDERS' SUPPLY LTD.

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AODA MULTI-YEAR ACCESSIBILITY PLAN TO PREVENT AND REMOVE BARRIERS

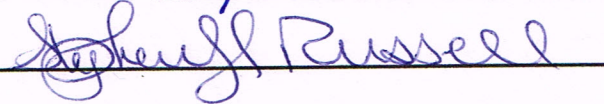
This Multi-Year Accessibility Plan lays out how Ferrell Builders' Supply Ltd. will meet the requirements of the Integrated Accessibility Standard Regulations by addressing any current accessibility barriers for those with disabilities with regards to customer service, information and communication and emergency procedures. This will help us remove and prevent any future barriers.

Original Multi-Year Accessibility Plan - Date of issue: September 1, 2015

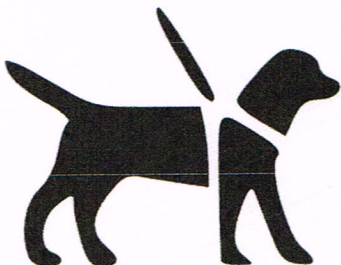
Review / Revised Date: January 1, 2019

Supersedes: January 1, 2018

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

Rohinton Gatta (Chief Operating Officer):  per: 

Steve Russell (Safety Officer): 



JANUARY 1, 2014 - 2025

Legislative Requirements	Course of Action	Progress to Date
<p>January 1, 2014</p> <p>Develop our AODA policy including Customer Service Standard and feedback process. Make publically available upon request.</p>	<p>AODA Policy introduced in 2012. Available to the public upon request.</p>	<p>Completed.</p>
<p>Train those who deal with the public, third parties and those who develop and approve policies and practices on the customer service standards.</p>	<p>Develop AODA Training compliance policy for all employees.</p> <p>Ferrell's AODA training policy was delivered to all existing and new employees moving forward.</p>	<p>Completed.</p> <p>Completed.</p>
<p>Statement of organizational /public commitment.</p>	<p>Posted in a conspicuous location at all Ferrell locations. Posted on the Safety Boards at our Rymal, Stone Shop, London, Waterloo, Steel, Hardware, Barton and Fonthill divisions. Also posted on Ferrell's website.</p>	<p>Completed.</p>
<p>Individualized emergency response information.</p>	<p>Response information is included on Ferrell's Fire Safety Plan and Emergency Evacuation Procedure. We will address individualized response information in our Work Accommodation Plans. No current employees require an individualized emergency response plan at this time.</p>	<p>Completed.</p> <p>Will remain under review ongoing by Steve Russell Ferrell's Health & Safety Coordinator and H. R. Representative. Changes in manpower and any persons who require a special needs emergency response procedure will be addressed at that time.</p>

Internet websites and Web content up to 2014 must comply with WCAG 2.0, Level A requirements.	IT representative ensures compliance. It was discussed with management in June 2015.	Completed. IT will ensure compliance moving forward.
Update policy to include AODA Integrated Accessibility Standards.	Revise existing policy each year as needed per AODA requirements and signed off by senior management.	Completed. Training of all existing and new employees is completed. It is part of Ferrell's new hire Safety orientation process. The Policy is posted at all divisions.
Document a multi-year accessibility plan and post on Ferrell's website. Review plan every 5 years minimum.	Developing a multi-year accessibility plan. It will be posted on Ferrell's Web page. Update at least every 5 years while reviewing yearly.	In progress. The Plan will be posted on Ferrell's Website in 2015, updated as required and when needed.
Communicate changes to policies and new accessibility plan.	Communicate changes through the internet and Safety meetings to all employees. Ask employees for feedback on barriers for those with disabilities referring to customer service. Policy changes and plan discussed and approved by management.	Ferrell's AODA Policy is on our Website. It will be reviewed and signed off annually by senior management. In progress. Moving forward Ferrell's employees will be asked if there are any concerns. This will be done during the training sessions. Completed annually.
Update and re-file on line the Customer Service Standard report with the Government.	Update and re-file using the on line information.	Completed. Next online report to be filed upon completion of legislated requirements in 2017. (possibly by June 2017)

<p>January 1, 2015</p> <p>Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports on request.</p>	<p>Accessible formats such as larger print and reading the information are made available and communications support for feedback will be made available when requested.</p>	<p>Completed.</p> <p>Feedback is received face to face verbally, by phone, e mail, written or in the format requested.</p>
<p>New Internet websites and websites substantially modified conforms to WCAG 2.0, Level A.</p>	<p>New internet websites and websites modified substantially will conform to WCAG 2.0, Level A standards.</p>	<p>Requirement will be discussed, ongoing with IT and Ferrell management to ensure compliance.</p>
<p>Provide training on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities.</p>	<p>Provide training and coaching to employees who interact with the public. The Human Rights Code as it pertains to persons with disabilities will be introduced to all employees in 2015 as required.</p>	<p>Completed annually.</p> <p>Presently using Integral HR Solutions Inc. as a resource when developing and introducing required training, and documentation.</p>
<p>Update and re-file on line Customer Service Standard report with Service Canada.</p>	<p>Update annually and as required. Continue to Re-file on the on-line reporting system with Service Canada as required.</p>	<p>On-line reporting is done as per legislative requirements.</p>
<p>January 1, 2016</p> <p>Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports on request.</p>	<p>Arrange for accessible formats and communication supports for feedback as requested. Conduct a review of all feedback processes across the organization. Consult with all functional areas to make sure all feedback processes are captured. Ensure staff and management are aware of the need to accommodate upon request through training.</p>	<p>Completed.</p> <p>Feedback is received face to face, by phone or in a format as requested.</p> <p>Staff and Management are made aware as a result of policy review and in-house training.</p>

Provide training on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities.	Provide training and coaching to employees.	Completed. Required training was introduced. Coaching and training for management team members is ongoing.
Update and re-file on line Customer Service Standard report with the Government.	Update and re-file on line report with the Government.	Completed. Next online Report to be filed upon completion of legislated requirements. (June 2017)
January 1, 2017 Notify Employees and the public about accommodation for applicants with disabilities in our recruitment process.	Review with upper management and revise the hiring process. Include on our job postings moving forward.	Presently using Integral HR Solutions Inc. as a resource in relation Ferrell's hiring process. Held discussions with upper management.
Notify job applicants selected for assessment process that accommodations are available when requested relating to materials or processes used.	Review and revise recruitment process to meet the AODA Standard. Include a statement in job postings stating our commitment in providing accommodations for persons with disabilities. Identify where we advertise, paper, website, bulletin board to eliminate systemic barriers.	Completed. The process will be Included in Ferrell's New Hire Information Package for 2017. Language confirming that Ferrell provides public notification of the availability of accommodation in our recruitment processes, as required under IASR section 22, is introduced in all job postings.

Arrange selection process accommodation in consultation with applicant.	Discuss special needs requirements with the disabled employee at time of hiring.	Review and revise hiring process to include job specific requirements. It will be included in Ferrell's New Hire Information Package for 2017.
Recruitment, Assessment and Selection Process. Arrange selection process accommodation in consultation with applicant.	<p>During the recruitment process, Ferrell shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>Identify barriers: location of interview room, room set up for in person interviews, interviewing timelines, supports, paperwork, etc.</p> <p>Develop interview guidelines.</p>	<p>Completed.</p> <p>Ferrell provides public notification of the availability of accommodation in all aspects of our recruitment assessment and selection processes, as required under IASR section 22.</p> <p>Behavioural / Competency Based Interview Questions have been introduced.</p>
Notify successful applicants of accommodation policies.	When making offers of employment Ferrell will notify the successful applicant of our policies for accommodating employees with special needs.	<p>Completed.</p> <p>Ferrell notifies successful applicants of our accommodation policies when making offers of employment, as required under IASR section 24.</p> <p>Company accommodation policies are also reviewed during the New Hire Orientation and process.</p>

<p>Notify employee of policies and procedures relating to the job accommodation and updates for employees with disabilities.</p>	<p>Ferrell shall inform employees of policies relating to supporting employees with disabilities, including, but not limited to the policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Management will communicate this initiative during group training sessions. Employees with disabilities will be advised on a personal basis.</p>	<p>Completed.</p> <p>In-house training session for all members of management and staff are held annually.</p> <p>Revised policies and procedures outlining accommodation practices for employees with disabilities were reviewed and introduced as per IASR section 25(1-3).</p>
<p>As requested, arrange for accessible formats and communication supports for information needed to perform the job and information generally available in the workplace.</p>	<p>Communicate and arrange accordingly.</p>	<p>Completed.</p> <p>Holding discussions with upper management on going.</p>
<p>Develop and have in place a written process for individual accommodation plans for employees with disabilities.</p>	<p>Develop written policies and procedures for accommodating employees with disabilities.</p>	<p>Completed.</p> <p>Prepared a process for various special needs employees.</p>

Take into account accessibility needs of employees with disabilities and accommodation plans when using performance management, providing career development and advancement and redeploying employees.	When introducing performance management career development and advancement opportunities Ferrell shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when introducing performance management, career development and advancement to its employees with disabilities.	Completed.
As requested, arrange for accessible formats and communication supports for information needed to perform the job and information generally available in the workplace.	Ferrell shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. They shall include the following elements: The manner in which an employee requesting accommodation can participate in the development of the individual plan. Means by which the employee is assessed on an individual basis. How the employer can request an evaluation by an outside medical or other expert to find out if and how accommodation can be achieved. Protect the privacy of the employee.	Completed.

Develop and have in place a return to work process for Employees who have been absent from work due to a disability and require disability-related accommodations to return to work	<p>Ferrell shall develop and introduce a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. Ferrell will document the process.</p> <p>The return to work process shall: (a) Outline steps that Ferrell will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. (b) Ferrell will use individual documented accommodation plans as part of the process.</p>	Completed.
Preparing the necessary information for the reporting requirements in 2017.	Making sure that our AODA policies and procedures are reviewed, signed off by upper management and all training requirements are completed and are ready to be filed with the Government.	Review and signatures will be done in January 2017. Training will be completed as part of a monthly Safety Talk program during the year. Report will be filed in 2017 as per required. Filing requirements were completed on June 2, 2017.
January 1, 2018 Any ongoing AODA training for 2018 will be completed as required.	Review and signatures will be done in January 2018.	Information will be made available and posted in January 2018.
January 1, 2019 Any ongoing AODA training for 2019 will be completed as required.	All handicapped parking spaces will be repainted. Review and signatures will be done in January 2019.	Information will be made available and posted on Ferrell's website in January 2019.

**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT**

A O D A

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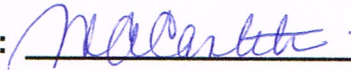
FERRELL
BUILDERS' SUPPLY LTD.

Original Policy - Date of issue: November 1, 2012

Review / Revised Date: January 1, 2020

Supersedes: January 1, 2019

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



Rohinton Gatta (Chief Operating Officer):

per: 

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 burdens 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 kevin@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 kevin@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

**HOW TO INTERACT AND COMMUNICATE WITH PEOPLE WITH
VARIOUS TYPES OF DISABILITIES:**

Being able to interact and communicate with people with disabilities is a big part of providing accessible customer service. Sometimes the best approach is to ask a person with a disability how you can best communicate with them. Here are some suggested tips to interact and communicate with people who have various disabilities:

1 - People who are deafblind:

A person who is deafblind may have some degree of both hearing and vision loss. Many people who are deafblind will be accompanied by an intervener, who is a professional support person who helps with communication.

Tips:

- Speak directly to your customer, not to the intervener.
- A customer who is deafblind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.

2 - People who have hearing loss:

People who have hearing loss may be Deaf, oral deaf, deafened or hard of hearing. These are terms used to describe different levels of hearing and / or the way a person's hearing was diminished or lost.

Tips:

- Attract the customer's attention before speaking. Try a touch on the shoulder or a wave.
- Ensure you are in a well-lit area where the customer can see your face and read your lips.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (pen and paper).

3 - People who have physical disabilities:

There are many types and degrees of physical disabilities. Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances.

Tips:

- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.
- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

4 - People who have vision loss:

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Tips:

- Don't assume the person can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach your customer and speak directly to them.
- Ask your customer if they would like you to read any printed material out loud to them.
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

5 - People who have learning disabilities:

The term "learning disabilities" refers to a variety of disorders, such as dyslexia, that affect how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Tips:

- Be patient - people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

6 - People with speech or language impairments:

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

Tips:

- Don't assume that a person with a speech impairment has another disability.
- Whenever possible, ask questions that can be answered with "yes" or "no".
- Be patient. Don't interrupt or finish your customer's sentences.

7 - People who have mental health disabilities:

Mental health issues can affect a person's ability to think clearly, concentrate or remember. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

Tips:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.

8 - People who have intellectual / developmental disabilities:

Developmental or intellectual disabilities, such as Down syndrome, can limit a person's ability to learn, communicate, do everyday physical activities and live independently. You may not know that someone has this disability unless you are told.

Tips:

- Don't make assumptions about what a person can do.
- Use plain language and provide one piece of information at a time.

9 - How to interact with people who use assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, to use or benefit from our services. An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities. Personal assistive devices can include things like wheelchairs, hearing aids, white canes or speech amplification devices.

Tips:

- Don't touch or handle any assistive device without permission and don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach.
- We will train our staff to communicate over the telephone in clear plain language while speaking slowly. If we are advised that telephone communication is not suitable to a particular individual, we will provide the needed accommodation. Let your customer know about accessible features in the immediate environment that are appropriate to their needs (public phones with TTY service, accessible washrooms, etc.).

10 - How to interact with people with disabilities who require the assistance of a guide dog or other service animal:

People with vision loss may use a guide dog, but there are other types of service animals as well. The hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, you are required to allow service animals on the parts of your premises that are open to the public or to other third parties, unless the animal is otherwise excluded by law.

Tips:

- Remember that a service animal is not a pet. It is a working animal.
- For the purposes of this section, 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.
- Avoid touching or addressing service animals they are working and have to pay attention.
- Avoid making assumptions about the animal. If you're not sure if the animal is a pet or a service animal, ask your customer.
- If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law.
- If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.

11 - How to interact with people with disabilities who require the assistance of a support person:

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member or a friend and is there to protect the health or safety of the person with a disability or the health or safety of others.

If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises. If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

Tips:

- If you're not sure which person is the customer, take your lead from the person using or requesting your goods or services, or simply ask.
- Speak directly to your customer, not to their support person.