





# Accessibility for Ontarians with Disabilities Act (AODA) Policy

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	<b>INTERNAL USE ONLY</b>		
	Document Number: 1.18	Version: 2	Date: July 6, 2022 Revision Date: Nov 23, 2023
<b>Accessibility for Ontarians with Disabilities Act (AODA)</b>			

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## 1. Providing Goods and Services to People with Disabilities

### 1.1 Our Mission

MarshallZehr is aware of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and is dedicated to ensuring our policy complies with standards as outlined in the AODA.

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

- i. Dignity – Persons with a disability must be treated as valued persons as deserving of service as any other person.
- ii. 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 services.
- iii. Integration – wherever reasonably possible, persons with a disability should benefit from our services in the same way as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent reasonably possible, be provided in another way that takes into account the person’s individual needs.
- iv. Independence – 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 their permission.


### 1.2 Our Commitment

In fulfilling our mission, MarshallZehr always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to providing people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. Information and services will be provided in a manner that respects the dignity and independence of the individual.

MarshallZehr is committed to excellence in serving all persons including persons with disabilities and is dedicated to providing accessible services as described herein to better assist all current and future customers.

### 1.3 Providing Goods and Service to People with Disabilities

MarshallZehr will carry out our functions and responsibilities pertaining to AODA as further described below.

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## 1.4 Communication

We will communicate with people with disabilities in ways that consider their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities or accommodation requests.

## 1.5 Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and will offer to communicate with customers by email if telephone communication is not suitable to their needs or is not available.

## 1.6 Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## 1.7 Billing

We are committed to providing accessible invoices to all customers. For this reason, invoices will be provided in the following formats upon request: Hard copy, large print, and/or email. We will answer any questions customers may have about the content of the invoice in person, by telephone, or email.


## 1.8 Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be permitted to enter MarshallZehr's premises with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his/her support person while on our premises.

## 1.9 Notice of Temporary Disruption

MarshallZehr will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities, where applicable

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and reasonable under the circumstances. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### 1.10 Accessibility Training Policy

MarshallZehr will ensure that all persons to whom this policy applies receive training as required by the Accessibility for Customer Service. This includes our company employees, volunteers, agents, contractors, and others who provide services on behalf of the company. They will receive training regarding the provision of goods and services to persons with disabilities.

### 1.11 Training for Staff

MarshallZehr will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures. This training will be provided within the first 3 months of staff being hired by MarshallZehr, after staff commence their duties.

Training will include the following:


- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- 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 MarshallZehr's goods and services.
- MarshallZehr policies, practices, and procedures relating to the customer service standard.

Applicable 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.

## 2. THE INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR)

### 2.1 Accessible Formats and Communication Supports for Employees

Upon the request of an employee of disability, MarshallZehr will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees.

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In determining suitability of an accessible format or communication support, MarshallZehr will consult with the employee making the request.

## 2.2 Informing Employees of Supports

MarshallZehr will inform its employees of its policies and any changes to those policies used to support employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. MarshallZehr will provide this information to new employees as soon as practicable after commencing employment.

## 2.3 Workplace Emergency Response Information

MarshallZehr will provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary, and if MarshallZehr is aware of the need for accommodation due to the employee's disability, MarshallZehr will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, MarshallZehr will with the consent of the employee, provide the workplace emergency response information to the person designated by MarshallZehr to provide assistance to the employee.

MarshallZehr will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when MarshallZehr reviews its general emergency response policies.

## 2.4 Recruitment, Assessment, or Selection Process


MarshallZehr will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

MarshallZehr will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, MarshallZehr will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

## 2.5 Notice to Successful Applicants

When making offers of employment, MarshallZehr will notify the successful applicant of its policies for accommodating employees with disabilities.

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## 2.6 Return to Work Process

MarshallZehr will develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work.

The return to work process will outline the steps MarshallZehr will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute.

## 2.7 Performance Management, Career Development & Advancement, and Redeployment

MarshallZehr will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## 2.8 Feedback Process

The ultimate goal of MarshallZehr is to meet and surpass customer expectations while serving customers and employees with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.


Feedback regarding the way MarshallZehr provides goods and services to people with disabilities can be made by e-mail or by phone to MarshallZehr. All feedback will be directed to the Human Resources, MarshallZehr. Feedback can be provided in a variety of ways, in person, by mail or email, by telephone, fax or otherwise. If you have any feedback or questions, please contact Miro Pallo, Human Resources Generalist: phone 519-342-1000 ext. 807 or email: [mpallo@marshallzehr.com](mailto:mpallo@marshallzehr.com)

All feedback received will be kept confidential.

The organization will provide the public notice of the availability of the documents, as required by the Accessibility Standards for customer service, upon request. Notice of availability will be provided on the website and through other printed methods.

## 2.9 Modifications to this or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. This policy and its related procedures will be reviewed as required in the event of legislative changes.

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### Questions about this policy?

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to:

Miro Pallo – Human Resources Generalist  
 Phone 519-342-1000 ext. 807  
 Email: [mpallo@marshallzehr.com](mailto:mpallo@marshallzehr.com)