

Subject AODA - Accessibility Standards Plan, Policy and Procedure Providing Goods and Services to People with Disabilities		
Issued by Pamela Leung	Date January 2012	Issue Number 6
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Organizational Commitment

Hydro Extrusion Canada is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training for staff

Hydro Extrusion Canada will provide training to every employee.

This training will be provided to staff as part of their Human Resources orientation. Training our employees on accessibility relates to their specific roles.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards
- 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
- How to learn about the use of various assistive devices
- What to do if a person with a disability is having difficulty in accessing Hydro Extrusion Canada's goods and services
- Hydro's policies, practices and procedures relating to the integrated standards

Staff will also be trained when changes are made to the accessible customer service plan.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services and 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.

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

Communication

We will communicate with people with disabilities in ways that take into account their disability. This will include working with the person with disabilities to determine what method of communication works for them. We train staff personnel on how to interact and communicate with people with disabilities.

Telephone services

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. Our automated telephone answering system has an optional, extensive speech enabled menu.

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.

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.

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.

Billing

We are committed to providing accessible invoices to all our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Employment

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We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

We notify employees, job applicants and the public that accommodation can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provisions of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to 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 in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

Where needed, we will also 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 providing assistance to 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 accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies

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

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Facilities

We are committed to ensuring that our premises and related services are welcoming and available to people with disabilities.

Notice of Availability of Documents

Hydro Extrusion notifies the public that documents related to accessible customer service, are available upon request by posting a notice at reception.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Hydro Extrusion Canada will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the reception area at the front office main entrance.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports in a timely manner, taking into account the person’s accessibility needs due to disability.

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 communication are unconvertible, we shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and

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b) A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by posting the notice at reception.

Feedback process

Customers who wish to provide feedback on the way Hydro Extrusion Canada provides goods and services to people with disabilities can send an e-mail or feedback to their Hydro Extrusion Canada contact. All feedback will be directed to Pamela Leung, Region Human Resources Manager. Customers can expect to hear back in 7 business days. Complaints will be addressed according to our organization’s regular complaint management procedures.

Modifications to this or other policies

Any policy of Hydro Extrusion Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.