



## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2005**

The purpose of this Policy is to communicate Cope Construction's policies, practices, and procedures that support the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), with specific regard to the Accessibility Standard for Customer Service ("CSS") enacted under AODA. Cope Construction seeks to ensure consistency with AODA's core principles of dignity, independence, integration, and equality of opportunity through the removal of barriers to individuals with disabilities in the context of the goods and services we offer. This Policy seeks to remove barriers to individuals with disabilities by requiring, among other things, updates to applicable policies and procedures within Cope Construction, including those concerning the use of personal assistive devices, service animals and support persons; service disruption notices; training; as well as a feedback process. The AODA uses the *Ontario Human Rights Code* definition of "disability" which is:

- 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, epilepsy, 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. mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### **Use of Assistive Devices**

Persons using assistive devices will be permitted, where possible, to use those devices while on Cope Construction premises that are open to the public. It is understood, that the use and safety of personal assistive devices are the responsibility of the person with the disability. Consideration will be given to any alternative method reasonably available to assist the person in accessing our goods and services, where assistive devices cannot be used.

### **Use of Service Animals and Support Persons**

Individuals with disabilities may bring their service animal onto Cope Construction premises open to the public, provided the service animal is not otherwise excluded by law. If the service animal is excluded by law, we will attempt to find alternate means within a reasonable timeframe to provide the person with the disability access. Individuals with disabilities may enter Cope Construction premises that are open to the general public accompanied by a support person. Alternately, if Cope Construction is of the view that an individual's access to its premises without the use of a support person represents a health and safety hazard, Cope Construction may require that a support person be present.

### **Employee Training**

The company will train its employees who deal directly with the public on behalf of 407 ETR, as well as employees who influence the development of the organization's policies, practices and procedures, on how to properly provide goods and services to individuals with disabilities. Training will be included as part of Employee Orientation Program, and on an ongoing basis, including when changes are made to relevant policies, practices and procedures. Specifically, training will cover the following areas:

- a. the purpose of AODA and the requirements of CSS;
- b. customer service policies and procedures relating to the provision of goods and services to disabled people;
- c. interacting and communicating with disabled people who have different restrictions;



- d. interacting with a disabled person who uses assistive devices, a service animal or a support person;
- e. use of assistive devices available on Cope's premises to assist in the provision of goods and services to disabled people; and
- f. what to do if a person is having difficulty accessing Cope's services, including advising of potential accommodation(s), and explaining applicable policies and procedures, in respect of the provision of goods and services to disabled persons.

#### **Feedback Process**

This Policy seeks to meet the expectations of Cope Construction customers in the delivery of goods and services, which means listening and responding to feedback from individuals with disabilities. Feedback on how well Cope Construction is providing goods and services, as well as any comments related to this Policy or its implementation, is welcomed and can be submitted as follows:

*Cope Construction & Contracting Inc. c/o Roy Botma*

*120 Scott Road, PO 430, Sarnia, ON  
N7T 7J2*

All feedback received will be reviewed internally and action taken where appropriate, with the goal of improving how goods and services are delivered. In each case, Cope Construction will, within 10 business days of receiving feedback, provide an acknowledgement confirming it has received the feedback, describing how the matter will be addressed, and setting out resolution timelines and notice expectations as applicable.

All such feedback and acknowledgements will be provided in a format accessible to the individual, taking into account an individual's disability.