

## Accessibility for Ontarians with Disabilities Act (AODA) – Customer Service Standard

Alps Welding Limited is committed to providing excellent service to all clients including persons with disabilities. Alps Welding Limited's goal is to focus on identifying, removing, and preventing barriers for persons with disabilities. This policy complies with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

### Definition of "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, 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, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- c. A mental disorder; or
- d. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

### Four Guiding Principles

Alps Welding Limited will strive to ensure that its policies, practices, and procedures are consistent with the following core principles as outlined in the AODA:

**Dignity** – ensure persons with disabilities are provided with services in a manner that will allow them to maintain self-respect and the respect of others.

**Independence** – ensure persons with disabilities have the right to work on their own and are able to do things in their own way.

**Integration** – ensure persons with disabilities fully benefit from the same goods and services, in the same place and in the same or similar manner as others. This may require alternative formats and flexible approaches. It means complete and full participation.

**Equal Opportunity** – ensure persons with disabilities have the same chances, options, benefits, and results as others.

### Procedures and Responsibilities

Alps Welding Limited is committed to using reasonable efforts in providing goods and services to all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

## **Communication**

Alps Welding Limited is committed to ensuring that our employees are fully aware of how to interact and communicate with persons with disabilities. We will train our employees who communicate with customers, including but not limited to members, potential members or external stakeholders, and partners on how to interact and communicate with people with various types of disabilities.

## **Assistive Devices**

Alps Welding Limited is committed to serving persons with disabilities who may use assistive devices to obtain, use, or benefit from goods and/or services. We will ensure that employees are aware of and become familiar with various assistive devices that may be used while accessing our goods and/or services.

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

- Alps Welding Limited is committed to welcoming persons with disabilities and their guide dogs or service animals in the areas of our premises that are open to the public. Please note that a “*guide dog*” is a dog trained by the regulations under the *Blind Persons’ Rights Act*. Also, a “*service animal*” is an animal for persons with disabilities.
- Alps Welding Limited will also ensure that our employees are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.
- Any persons with disabilities who are accompanied by a support person will be allowed to enter Alps Welding Limited’s premises open to the public or other third parties with that person. At no time will persons with disabilities who are accompanied by a support person be prevented from having access to that person while on our premises.
- Alps Welding Limited will not charge admission fees for support persons to attend Alps Welding Limited’s sponsored events. This policy will be included where admission fees are published.

## **Notice of Temporary Disruption**

- We will provide visitors with notice in the event of a planned or unexpected temporary disruption in the Alps Welding Limited offices or services usually used by persons with disabilities. Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or systems that may be available.
- Notice will be given by posting the information in a visible place on premises owned or operated by the provider of goods and/or services.
- In the event that an unexpected disruption occurs, notice will be given as soon as possible.

## **Training for Employees**

Alps Welding Limited will provide training to employees and others who deal with the public or third parties on behalf of Alps Welding Limited. The Company will also provide training to those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided to employees upon this policy taking effect and upon any amendments to the policy. New employees will be provided such training as part of their orientation. Documentation of the training of employees shall be maintained by the Management Team.

### **Feedback Process**

Comments and feedback about the delivery of services to persons with disabilities are welcome, as it may help identify areas that require change and assist in continuous improvement. Such contact can be made by emailing Alps Welding at [accessibility@alpswelding.com](mailto:accessibility@alpswelding.com). Feedback will be addressed immediately. Some feedback may require more effort to address and may need to be reviewed in detail.

### **Availability of AODA Policy**

In accordance with the AODA, this policy will be made available to any person upon request.

### **Alps Welding Limited**

Management Team

## **Website Feedback Language**

Alps Welding Limited is committed to providing excellent service to all clients including persons with disabilities. Alps Welding Limited's goal is to create an environment that is inclusive to all members of the community. Alps Welding Limited focuses on identifying, removing, and preventing barriers for persons with disabilities. Alps Welding Limited's Policies and Procedures comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation. These Policies and Procedures will be reviewed and updated regularly in efforts to increase accessibility for persons with disabilities.

### **Feedback Process:**

Comments and feedback about the delivery of services to persons with disabilities are welcome, as it may help identify areas that require change and assist in continuous improvement. Feedback will be addressed immediately, although some responses may require a more in-depth review.

To provide feedback or suggestions please contact us using any of the following methods:

#### **Online:**

[accessibility@alpswelding.com](mailto:accessibility@alpswelding.com)

#### **By Phone:**

(905) 850-2780

#### **In Writing:**

400 New Huntington Road  
Woodbridge, ON L4H 0R4  
ATTENTION: Accessibility

## INDIVIDUALIZED EMERGENCY RESPONSE INFORMATION FORM

### EMPLOYEE INFORMATION

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cellphone: \_\_\_\_\_ Email: \_\_\_\_\_

### EMERGENCY CONTACT INFORMATION

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cellphone: \_\_\_\_\_ Email: \_\_\_\_\_

Relationship: \_\_\_\_\_

### WORK LOCATION

(Repeat for other work locations)

Address: \_\_\_\_\_

Floor: \_\_\_\_\_ Office name/number: \_\_\_\_\_

### EMERGENCY ALERTS

The employee will be informed of an emergency situation by:

- ☐ Existing alarm system
- ☐ Visual alarm system
- ☐ Co-worker
- ☐ Other (specify): \_\_\_\_\_

### ASSISTANCE METHODS

List types of assistance (e.g. staff assistance or transfer instructions).

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### EQUIPMENT REQUIRED

List any devices required, where they are stored, and how to use them.

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#### **EVACUATION ROUTE AND PROCEDURE**

Provide a step-by-step description, beginning from the first sign of an emergency.

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#### **ALTERNATIVE EVACUATION ROUTE**

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#### **EMERGENCY SUPPORT STAFF**

The following people have been designated to help the employee in an emergency.

<b>Name</b>	<b>Location and/or Contact Information</b>	<b>Type of Assistance</b>

#### **CONSENT TO SHARE EMERGENCY RESPONSE INFORMATION**

I, \_\_\_\_\_, give consent for \_\_\_\_\_ to share this individualized workplace emergency response information with the individuals listed above, who have been designated to help me in an emergency.

\_\_\_\_\_  
Employee's name

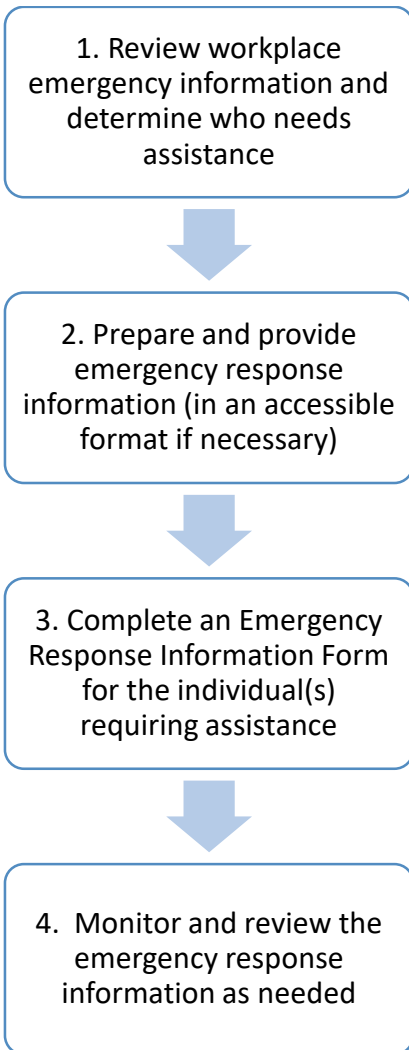
\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Form completed by:

\_\_\_\_\_  
Next review date

## ACCESSIBILITY AND WORKPLACE EMERGENCY PROCESS FLOW



## **ACCESSIBILITY AND WORKPLACE EMERGENCY PROCESS STEPS**

### **1. REVIEW WORKPLACE EMERGENCY INFORMATION**

- Review potential emergency situations
- Potential emergencies may include: fire, power outages, severe weather, natural disasters, and workplace security incidents

### **2. PREPARE AND PROVIDE EMERGENCY INFORMATION**

- Ensure emergency response information is visibly posted around the facilities
- Prepare and provide emergency response information (in an accessible format if necessary)
- If an employee requests for the information in an accessible format, find out what kind of information the employee needs and in which format they need it

### **3. COMPLETE AN EMERGENCY RESPONSE INFORMATION FORM FOR THE INDIVIDUAL(S) REQUIRING ASSISTANCE**

- Determine who needs assistance during an emergency situation (through recruitment/employee notification/visible disability)
- Complete an Emergency Response Information Form for the individual(s) requiring assistance
- Assign designated emergency support staff, with the employee's approval

### **4. MONITOR AND REVIEW THE EMERGENCY RESPONSE INFORMATION AS NEEDED**

- Review Emergency Response Information as needed
- Follow-up is required to review emergency response information under the following circumstances:
  - When the employee moves to a different physical location
  - When the employee's overall accommodation needs or plans are reviewed
  - When emergency response policies are reviewed

### **On-Site Feedback Language**

Alps Welding Limited is proud to be in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation.

We welcome your feedback as to how we could improve delivery for our accessible services.

Please feel free to contact Florinda Lettieri by e-mail, telephone, regular mail, or in person.

**E-mail:** [accessibility@alpswelding.com](mailto:accessibility@alpswelding.com)

**Telephone:** (905) 850-2780

**Regular Mail or Drop Off:**

400 New Huntington Road  
Woodbridge, Ontario L4H 0R4  
ATTENTION: Accessibility

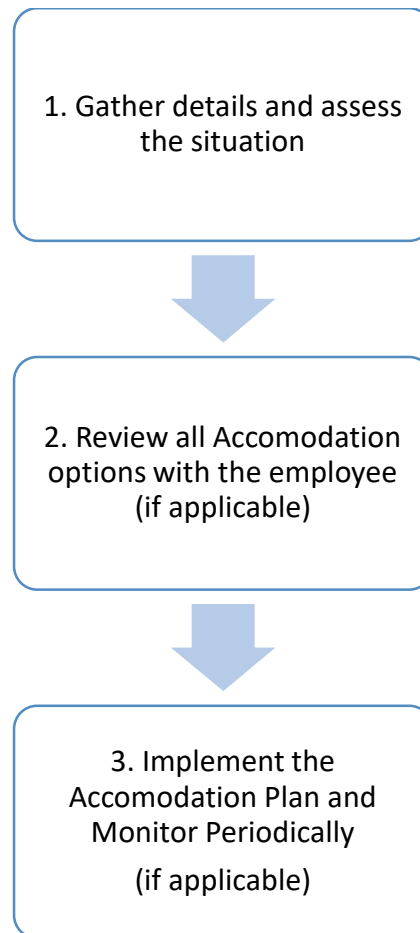
Your feedback will be addressed immediately, but please be advised that some feedback may require a more in-depth review. Thank you for the opportunity to continually improve delivery of our services to our valued clients.

Our AODA Policies and Procedures are available for review upon request.

## **Job Posting AODA**

**Alps Welding Limited** is committed to building a diverse workforce representative of the communities we serve. We are proud to be in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005 and the *Integrated Accessibility Standards Regulation*. Accommodation will be provided in all parts of the recruitment and assessment (if applicable) process as required under **Alps Welding Limited's** accessibility policies and procedures. Applicants must make their accommodation needs known upon requests for interviews.

## RETURN TO WORK PROCESS FLOW



## RETURN TO WORK PROCESS STEPS

**1. GATHER DETAILS AND ASSESS THE SITUATION**

- Validate absence through medical documentation
- Inquire for more medical information if necessary (e.g. Functional Abilities Form)
- Maintain contact with the employee during absence, obtaining regular updates
- Respond when the employee states they are ready to return to work
- Obtain validation that the employee is able to return to work, and find out if there is a requirement for modified work arrangements

**2. REVIEW ACCOMMODATION OPTIONS WITH THE EMPLOYEE (IF APPLICABLE)**

- Consult with the employee on accommodation options
- Determine the accommodation plan and ensure it complements the modified work arrangements (if applicable)

**3. IMPLEMENT THE ACCOMMODATION PLAN AND MONITOR PERIODICALLY (IF APPLICABLE)**

- Implement the accommodation plan
- Monitor the plan's effectiveness periodically
- Obtain feedback from the employee

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