

# **GUIDE VALVE LIMITED'S ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES (AODA) POLICY**

GVL is committed to providing accessible services to all visitors, customers/ clients and employees while striving to continuously improve accessibility. It is intended that this policy will meet the requirements of the Integrated Accessibility Standards Ontario Regulation 191/11 (IASR), Accessibility of Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

## **The Provisions of Goods and Services to Person with Disabilities:**

GVL will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things their own way, at their own pace, when accessing goods and services, as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

## **Assistive Devices:**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by GVL.

In cases when the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## **Service Animals and Service Dogs:**

A person with a disability that is required to be accompanied by a service animal or service dog will be allowed access to premises that are open to the public, unless otherwise excluded by law.

If it is not readily apparent that the animal is being used by the customer for reasons related to his/her disability, GVL may request verification from the person. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized service animal training school.

The person that is accompanied by a service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, GVL will make all reasonable efforts to meet the needs of all individuals.

This section of the policy only applies to the provision of goods and services that take place at premises owned and operated by GVL.

### **Support Person(s):**

If a person with a disability is accompanied by a support person, GVL will ensure that both persons are allowed to enter the premises together, and that the person is not prevented from having access to the support person.

If there is a time where seating availability may prevent them from sitting beside each other, GVL will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the person, prior to such conversation.

### **Notice of Disruption in Service:**

Service disruption may occur due to reasons that may or may not be within the control or knowledge of GVL. In the event of any temporary disruptions to facilities or services that a person with disabilities rely on to access or use GVL services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative service of options

When disruptions occur GVL will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.
- Verbally notifying customers when they are making an appointment; or
- By any other method that may be reasonable under the circumstances

### **Feedback Process:**

GVL shall provide people with disabilities with the opportunity to provide feedback on the service provided. Information about the feedback process will be readily available to everyone and notice of the process will be made available. Feedback forms, along with alternate methods of providing feedback, such as verbally (in person or by telephone) or written (hand delivered, website or email), will be available upon request.

People can submit feedback to:

Guide Valve Limited.  
Attn: Human Resources  
B-115 Saramia Crescent Vaughan, ON L4K 4P7  
(905) 761-7877 or Toll Free 1-888-824-5693  
Email at [info@gvs-vci.com](mailto:info@gvs-vci.com)  
Website: [www.gvs-vci.com](http://www.gvs-vci.com)

People who wish to provide feedback verbally or by completing an onsite customer feedback form can do so by request to any member of the HR Department.

Everyone that provides formal feedback (and provides their contact information) will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within 2 working days.

### **Training:**

Training will be provided to all Employees and/or contractors who deal with the public or other third parties that act on behalf of GVL for example: salespersons, vendors, event operators and those who are involved in the development and approval of policies, practices and procedures.

As reflected in Ontario Regulation 429/07, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario and Regulations 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who
  - Use assistive devices;
  - Require the assistance of a service dog or other service animal; or
  - Require the use of a support person.
- Instructions on how to use equipment or devices that are available at our premises or that we provide, that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- GVL's policies, procedures and practices pertaining to providing accessible service to people with disabilities.

GVL will provide training as soon as possible. Training will be provided to new employees and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

GVL will keep record of training that includes the dates the training was provided and the number of Employees who attended the training.

### **Notice of Availability:**

GVL shall notify visitors, customers/ clients and employees, on our company website, that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability.

### **Recruitment, Assessment and Selection:**

GVL will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, GVL will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of GVL's policies and supports for accommodating people with disabilities.

### **Accessible Formats and Communication Supports for Employees:**

GVL will ensure that employees are aware of the policies for employees with disabilities, as well as any changes to these policies as they occur.

If an employee with a disability requests accommodation, we will do our best to provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

GVL will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

### **Return to Work:**

GVL has a Modified Work Policy that develops and implements a return to work plan for employees who are absent from work due to a disability, and require disability-related accommodation(s) in order to return to work.

The GVL Modified Work Policy outlines the steps we will take to facilitate the employee's return to work and the required documentation to develop an individual accommodation plan.

### **Individual Workplace Emergency Response Information:**

Where required, GVL will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability as well as the physical nature of the workplace. It will be created in consultation with the employee and placed on the employees file.

This information will be reviewed when:

- The employee starts a position, or when GVL is made aware of the request;
- The employee moves to a different physical location in the organization's premises;
- The employee's overall accommodation needs or plans are reviewed; and/or

- GVL reviews general emergency response policies & procedures.

### **Documented Individual Accommodation Plans:**

To document individual accommodation plans, GVL will use the existing Medical Certificate Form to facilitate the process. Both the Employee and GVL must take part in the accommodation process, and where required GVL, can call on an outside experts to advise.

Employees are required to do the following:

- Inform GVL of their required accommodation
- Provide supporting information about their disability related needs including medical or other expert opinions where required (i.e. completing the medical certificate form)
- Be involved in seeking accommodation solutions to the best of their ability.

GVL is required to do the following:

- Accept requests for accommodation in good faith and cooperate with everyone involved
- Act promptly, even if it means creating a temporary fix
- Ask only for required information needed to provide the accommodation and no other personal information
- Actively seek appropriate accommodation solutions, and seek the advice from an outside expert if needed
- Respect the dignity and privacy of the person asking for the accommodation and make sure the accommodation process doesn't lead to any reprisal(s) against the employee.
- Cover the costs of accommodations, such as any medical or other expert opinions or documents required, to the point of undue hardship
- Agree and document on a frequency schedule to review the plan, and discuss how the review should be done.
- Provide that the plan is in an accessible format based on the employee's needs.

### **Performance Management, Career Development and Advancement/ Redeployment:**

GVL will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement/ redeployment opportunities. Individual accommodation plans will be discussed and implemented, as required.

### **Establishment of Accessibility Policies and Plans:**

GVL will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request and will be posted on GVL's website.

This policy, and GVL's statement of commitment, will be reviewed annually. The multi-year accessibility plan will be reviewed once every five (5) years to ensure that it is reflecting GVL's current policies, practices and legislative requirements.