



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 1 of 12	Revision Date: May/24/23
---------------------------------------	--	---

PURPOSE:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is law in Ontario with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Olar Mechanical's Accessibility Policy establishes a framework for compliance with the commitment to accessibility, requirements of the

Accessibility for Ontarians with Disabilities Act, 2005 (AODA),

Human Rights Code <https://www.ontario.ca/laws/statute/90h19> and the

requirements of the *Integrated Accessibility Standards Regulation* (IASR) under AODA.

ACCESSIBILITY POLICY:

Olar Mechanical is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Olar Mechanical is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Olar Mechanical understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Olar Mechanical is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

We arrange for accessible feedback and provide alternate formats upon request.

Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 2 of 12	Revision Date: May/24/23
---------------------------------------	--	---

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

SCOPE:

Olar Mechanical Service Ltd. will provide services in a way that respects the dignity and independence of persons with disabilities. This policy applies to all customers, visitors, employees, and third-party contractors.

PROCEDURES:

Olar Mechanical Service Ltd. will strive to ensure that its policies, practices, and procedures are consistent with the following principles as outlined in the AODA.

Dignity- Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence- Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration- Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity- Service is provided to persons with disabilities in such a way that their opportunity to access goods and services is equal to that given to others.

Communication with Persons with Disabilities

When communicating with a person who has a disability, the Company will do so in a manner that takes into account the person's disability. Olar Mechanical is committed to providing training on customer service to all current and future employees. This training will include how to interact and communicate with people with various types of disabilities.

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 3 of 12	Revision Date: May/24/23
---------------------------------------	--	---

Notice of Disruption in Services

The Company will take every reasonable step to provide customers with notice in the event of a planned or unexpected disruption in the facilities used by people with disabilities. The required information necessary for any communication of a temporary disruption may include:

- Time, date, location
- Information about the reason of disruption
- Anticipated duration
- Description of alternate facilities

This notice will be placed at the entrances to our premises.

Assistive Devices

Personal assistive devices are permitted in all Company offices except when subject to operator safety. Olar Mechanical Service Ltd. will train its employees on the use of various assistive devices available, if applicable. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

Service Animals

Persons with a disability who are accompanied by a service animal may access premises owned and operated by the Company, the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Company will ensure that alternate means are available within a reasonable time and location to provide persons with a disability access to our services. There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the Company.

If it is not readily apparent that an animal is a service animal, the Company representative may ask the person to provide verification of the animal's duty. The use, safety and clean up of the service animal is the responsibility of the person with a disability.

We arrange for accessible feedback and provide alternate formats upon request.

Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 4 of 12	Revision Date: May/24/23
---------------------------------------	--	---

Support Persons

Olar Mechanical welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant persons of their participation.

There may be circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered.

Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be completed.

Support persons shall be permitted entry to all facilities and meeting rooms available.

Information and Communication Requirements

Olar Mechanical will provide accessible information and communication by preventing and removing barriers, and providing accessible formats or communication supports to individuals that identify a barrier to accessibility. This section of the Policy addresses the Olar Mechanical's requirements of the IASR Information and Communications Standards under the AODA.

Accessible Formats and Communication Supports

The AODA requires that all information and communications that Olar Mechanical produces, directly or indirectly through contractual relationships, must be made available in accessible formats upon request.

When an accessible format or communication support is requested, Olar Mechanical must consult with the person making the request to determine which format or support is required and provide or make arrangements to provide the material in a reasonable amount of time and at no additional cost to the requestor.

Olar Mechanical's Accessible Information, Communications, and Technology Guidelines provide technical guidance for achieving accessibility in a broad range of materials and technology environments.

We arrange for accessible feedback and provide alternate formats upon request.

Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechanical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 5 of 12	Revision Date: May/24/23
---------------------------------------	--	---

IASR Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that Olar Mechanical does not control directly or indirectly through a contractual relationship.

Notice of Availability of Documents

This Policy will be maintained by Olar Mechanical and available on the Olar Mechanical website. The Policy must be provided to individuals, upon request, in the appropriate format or with communication supports.

Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous improvement. Such feedback may be by telephone, in person, in writing or by email. Olar Mechanical will make its best efforts to provide a response in the same format in which the feedback was received.

Feedback will be collected by phone 905-450-9244, by email at info@olarmechnical.com and in writing to

Olar Mechanical
PO#37
Inglewood, Ont.
L7C 3L6

If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We arrange for accessible feedback and provide alternate formats upon request
Accessibility Compliance Reports are publicly available upon request.

Where possible, the feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before any action is taken. The Company will respond within 21 working days.

We arrange for accessible feedback and provide alternate formats upon request.
Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to:
Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 6 of 12	Revision Date: May/24/23
---------------------------------------	--	---

ROLES AND RESPONSIBILITIES

Employees will:

- Participate in the AODA, training provided by the Company and comply with the policy, practices and procedures of AODA, Accessibility for Ontarians with Disabilities Act, 2005 when dealing with Customers.

Health and Safety Representative will:

- Maintain AODA Customer Service Standard training records for Employees & Contractors including names and dates.
- Receive feedback regarding the AODA Customer Service Policy and respond to this feedback, when requested within the timelines identified in this policy.
- Ensure new employees are trained as part of their Orientation process.

TRAINING

The AODA requires that all employees, volunteers and persons who participate in developing Olar policies or who provide goods, services or facilities on behalf of the Olar Mechanical receive training on the AODA, the *Ontario Human Rights Code*, and Accessible Customer Service. Training must take place as soon as practicable after starting with Olar Mechanical and be appropriate to the person's duties.

Olar Mechanical must keep a record of the training, including the dates on which accessibility training took place and the names of individuals trained.

Training must include:

- The purpose of the AODA and related Olar policies
- Requirements of AODA Standards under the IASR (as appropriate to the person's duties)
- The Ontario Human Rights Code as it pertains to persons with disabilities.
- Accessible Customer Service.

We arrange for accessible feedback and provide alternate formats upon request.

Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 7 of 12	Revision Date: May/24/23
---------------------------------------	--	---

Training on specific accessibility standards according to the person's duties include:

1. Information and Communications Standards – for employees whose duties and responsibilities involve communicating with, giving information to or receiving information from others.
2. Employment Standards – for employees involved in any aspect of the employment cycle, including recruiting, hiring, retaining, and exiting.
3. In addition, we will train:
 - a) all persons who participate in developing the organization's policies; and
 - b) all other persons who provide goods, services or facilities on behalf of the organizationTraining of our employees and volunteers on accessibility relates to their specific roles.
4. Training includes:
5. purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
6. Our policies related to the Customer Service Standards
7. How to interact and communicate with people with various types of disabilities
8. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
9. How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities dignity, integration, and equality of opportunity for people with disabilities.

Olar Mechanical will also provide training on an ongoing basis in respect of any changes to this policy.

Resources

[Information on how to train your staff](#)

[Training on Ontario Human Rights Code](#)

[Accessibility Training Requirements Checklist](#)

[Free accessibility training modules](#)

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 8 of 12	Revision Date: May/24/23
---------------------------------------	--	---

HIRING

- Olar Mechanical will accommodate the needs of people with disabilities during our hiring process. The Company welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
- During the hiring process, applicants will be informed when they are selected for an interview that accommodation will be provided.
- Olar Mechanical will ensure that the successful candidate's request for accommodation will be discussed, and adjustments will be made to support them.

WORKPLACE INFORMATION

- All workplace information is available in an accessible format upon employee's request.
- This includes job descriptions, health and safety manual, hazard analysis forms and safe operating procedures.
- All general information such as company newsletters, health and safety policies and information pertaining to our industry will be posted on the health and safety bulletin boards.
- Employees with disabilities will be reviewed and discussed with Management and the Health & Safety Representative on how they want to receive information.

TALENT AND PERFORMANCE MANAGEMENT

- The needs of employees with disabilities will be considered when performance management and career development processes are reviewed.
- This includes formal or informal performance reviews.
- Promote or move to another job.

Accommodations will include the following.

- Making documents available in accessible formats (large print for people with low vision).
- Provide feedback and coaching in a way that is accessible to them (using plain language for someone with a learning disability)

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 9 of 12	Revision Date: May/24/23
---------------------------------------	--	---

- Provide the accommodation they need to successfully learn new skills or take on more responsibilities.

COMMUNICATE ACCESSIBILITY POLICIES

- Employees will be made aware of Company policies to support people with disabilities. New employees will be informed during Orientation. Employees will be updated if current policies are changed.

Information will be communicated by way of:

- Posting on Health & Safety bulletin boards
- Memos
- Meetings
- One-on-one conversations
- E-mails

DOCUMENT

- AODA Act
- Customer Service Accessibility Compliance Report
- Feedback Form
- Training Records
- Sample notice of Feedback process, disruptions in service and notifying the guests

REFERENCE MATERIALS

Accessibility for Ontarians with Disabilities Act (AODA) Contact Centre (Service Ontario)
Toll-free 1-866-515-2025
TTY: 416-325-3408/ Toll-free: 1-800-268-7095
Fax: 416-325-3407

Ontario Human Rights Commission
Tel: (416) 326-9511 Toll Free: 1-800-387-9080
TTY (Local): (416) 326-0603 TTY (Toll Free) 1-800-308-5561
info@ohrc.on.ca

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 10 of 12	Revision Date: May/24/23
---------------------------------------	---	---

Or visit the following website: www.AccessON.ca and www.mcass.gov.on.ca (click on “Accessibility for Ontarians with Disabilities”)

APPENDIX A

Sample Notice for Notifying Customers and Contractors about Disruptions in Operation

Dear Guests,

Our accessible washroom is out of service due to a broken pipe. A plumber will be on the premises as soon as possible to fix it. We apologize for any inconvenience.

Thank you.
Management

APPENDIX B

Sample Notice on the Feedback Process

Dear Valued Customers and Contractors,

We strive to improve accessibility for our customers and contractors with disabilities. We welcome your feedback. Please call 905-450-9244 or email info@olarmechnical.com to share your comments or request a copy of our accessibility policy.

Thank you.
Management

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 11 of 12	Revision Date: May/24/23
---------------------------------------	---	---

APPENDIX C

Record of Feedback Form

Date feedback received:

Name of customer, visitor, (optional):

Contact Information (if appropriate):

Details:

Follow-up:

Action to be taken by:

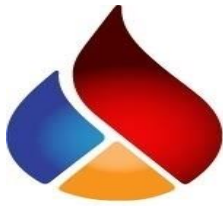
Customer requested response: Yes/No (circle)

Response completed: Yes/No (circle)

Staff Member:

Date:

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6



OLAR MECHANICAL

SERVICES LTD.

Occupational Health and Safety Requirements AODA Customer Service

AODA Customer Service Standard	Revision # 3 Page 12 of 12	Revision Date: May/24/23
---------------------------------------	---	---

APPENDIX D

Notice in Lobby

OLAR MECHANICAL SERVICE LTD.

Olar Mechanical Service Ltd. strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. A copy of our “Accessibility for Customer Service” policy is available upon request.

Feedback about the delivery of services to persons with disabilities is welcomed. Feedback may be delivered by contact, calling 905- 450- 9244 or email info@olarmechnical.com.

We arrange for accessible feedback and provide alternate formats upon request. Accessibility compliance reports and copies of this document are publicly available, along with any questions are available by contacting 905-450-9244 or info@olarmechnical.com or in writing to: Olar Mechanical Attn Health and Safety PO Box #37 Inglewood, Ont.L7C 3L6