

# **Accessibility Policy**

## **PURPOSE:**

Domson Engineering and Inspection Ltd. is committed to providing an Accessibility for Ontarians with Disabilities Act (AODA) compliant service that supports diversity, inclusion and accessibility for persons with disabilities.

## **SCOPE:**

This policy describes how Domson Engineering and Inspection Ltd. works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

## **POLICY STATEMENT:**

We are committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

We understand that obligations under 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.

Domson is committed to complying with both the Ontario Human Rights Code and AODA.

We are committed to excellence in serving all customers including people with disabilities.

## **Assistive devices**

Domson Engineering and Inspection Ltd. permits persons with disabilities to use their personal assistive devices while on our premises.

## **Communication**

This company is committed to communicating with persons with disabilities in ways that take into account their disability.

## **Service animals and support persons**

Our company welcomes onto its premises service animals and support persons upon whom persons with disabilities rely.

Domson Engineering and Inspection Ltd. will advise the parties as soon as possible about any costs they will incur associated with having the support person.

### **Notice of temporary disruption**

We will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in the reception area, Head Office.

### **EMPLOYEE POLICY:**

#### **Training of employees**

Domson Engineering and Inspection Ltd. will provide training to all of its employees and volunteers regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

Training will be provided to staff within one month after initial hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Domson Engineering & Inspection Ltd's plan related to the customer service standard.
- 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 support person.
- How to use the accessibility features of computers, phones, etc.
- What to do if a person with a disability is having difficulty in accessing Domson Engineering & Inspection Ltd's goods and services.

### **CUSTOMER SERVICE POLICY:**

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

To request accommodation or assistance for any program, good or service, contact us by phone or email.

Domson Engineering and Inspection Ltd.

190 Wilkinson Road, Unit 2

Brampton, Ontario, L6T, 4W3

Toll Free: 1-877-789-1326

Local: 905-789-1326

Email: [information@domson.ca](mailto:information@domson.ca)

### **Feedback process**

We encourage feedback regarding how we provide programs, goods and services to persons with disabilities. Feedback can be provided via the following methods:

- Email
- Mail
- Phone
- Fax
- Other

Customers can expect to hear back within 2 business days.

### **EMPLOYEES AND EMPLOYMENT POLICY:**

Domson Engineering and Inspection Ltd. is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity.

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

Our company welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

During the hiring process, job applicants will be notified that accommodations will be provided.

Domson will provide workplace information in an accessible format if required. This will include information to perform their jobs, evaluations, and providing the information they need to successfully learn new skills or take on more responsibilities.

## **Workplace information**

Workplace information will be provided in accessible format if required. This may include:

- Emergency information
- Health & Safety information
- Company Newsletters and Policies
- Job description and procedures

We will provide tools to make public information accessible in a timely manner.