

ACCESSIBILITY POLICY STATEMENT

Waterdon Construction understands that accessibility barriers need to be addressed in all work places. We will do this through developing, implementing and enforcing accessibility standards. We are committed to serving all customers including people with disabilities with respect and understanding.

Accessibility Customer Service Policies and Procedures

General

Accessible customer service is often about finding ways around barriers faced by your customers. Ensuring staff know what's expected of them when they communicate with customers with disabilities will help you deliver accessible customer service.

- Consider how people with various disabilities communicate. (**Ask How You Can Help!**)
- Ask your customers how you can best communicate with them.
- Ask yourself: how can I make communications accessible? Every situation is different and depends on the individual's needs.

Communication

We will consult with people with disabilities to determine their information and communication needs. Speak directly to the person with a disability, not to the support person or companion.

- Blindness or Vision loss - Assist by offering your elbow if guidance is required while in the building. Offer to read or summarize written information. For partial vision loss, offer information in large print.
- Deafness or Hearing loss - Offer to communicate in writing or speak louder.
- Language impairments – Accept Service persons as required, be patient and assist as needed, repeat yourself if required.
- Intellectual developmental disabilities - Accept Service persons or animals as required, be patient and assist as needed, repeat yourself if required.
- Mental health disabilities – Accept Service persons or animals as required, be patient and assist as needed, repeat yourself if required.
- Physical disabilities – Allow for assistive devices. If possible, adjust furniture or equipment to assist in accommodating a person's disability. Adjust your height in order to be at similar eye level with the customer.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Services/Facilities may include:

- General access to the building
- Washroom access

The notice will be made publicly available at the following locations:

- Waterdon website (for extended periods of time)
- Waterdon Entrance

Emergency Evacuation

As our building is not equipped with an alarm system or flashing lights, all persons with disabilities will be informed of the emergency and aided out of the building taking their disability into consideration.

Support persons

Speak directly to the disabled person, not the support person. A support person will be allowed to accompany them on our premises without applying any fees.

We will notify customers of this by posting a notice in the following location(s):

- Waterdon website
- Waterdon Entrance
- Waterdon Health and Safety Policy

Service animals

Service animals are allowed into all public areas of Waterdon Construction. Do not distract, touch or try to play with a service animal.

Assistive devices

Consider how you will address the use of a customer's assistive device.

- Consider holding meetings on the ground floor or at another location.
- Make space by keeping aisles clear.

Waterdon Construction does not provide assistive devices. However, we accept and will try to accommodate any person entering our workplace with their own assistive device:

- Don't touch items or equipment, such as canes or wheelchairs, without permission.
- Get permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

Feedback process

Customers who wish to provide feedback on the way Waterdon Construction provides goods and services to people with disabilities can provide feedback in the following way(s):

- Mail, directly speaking with, calling or e-mailing this information to the Waterdon H&S Officer
 - o Clint Slusar
Project Administrator/Health and Safety Officer
29 Cleopatra Drive Ottawa, ON K2G 0B6
clint@waterdon.ca
Tel: 613-723-9686 Ext: 307
Fax: 613-723-8305
- Replies to inquiries will be within 72 hours.

All feedback, including complaints, will be handled with discretion and confidentiality with the goal to improve accessibility. Our documents related to accessible customer service, are available upon request.

Employment

Waterdon Construction will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Training

Waterdon Construction will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Waterdon Construction'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 a support person
- If provided, how to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our office space.

Staff will also be trained when changes are made to our accessible customer service plan.

Accessibility Services Not Currently Available

- On site Assistive Devices.
- Information available in braille, audio devices or teletypewriters.
- Wheelchair accessible washrooms.

Design of Public Spaces

Waterdon Construction will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Modifications to this or other policies

Any policy, practice or procedure that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

We will notify customers of our policies by posting a notice in the following location(s):

- Waterdon Health and Safety Policy
- Waterdon website as required
- Waterdon Entrance