

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

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 lost- 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 or animal 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 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
- Waterdon entrance

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 Health and Safety Policy
- Waterdon entrance

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 try to accommodate any person entering our workplace with their own assistive device:

- Don't touch items or equipment, such as canes or wheelchairs, with 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 Office Manager:

Michel Dupuis

Office Manager

29 Cleopatra Drive, Ottawa ON K2G 0B6

michel@waterdon.ca

Direct/Fax: 343-700-3583

- 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.