

# **Accessibility for Ontarians with a Disability AODA Policy Tri-Went Industries Ltd.**

## **Policy**

It is the policy of Tri-Went Industries Ltd to be committed to excellence in serving all customers including people with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

## **Disability**

The definition of a disability as applicable under the Accessibility for Ontarians with a Disability Act may be found in the Ontario Human Rights Code. This is a condensed definition:

- Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness.
- A condition of mental impairment or disorder, a developmental or learning dysfunction.

Examples: Epilepsy, paralysis, impairment vision or hearing, speech impediment, reliance on guide dog, wheelchair or other assistive devices.

## **Assistive Devices and Services Animals**

Please note that our facility is not open to our customers or the public. We will ensure that service animals will not be put at risk if ever at our facility.

It is however the policy of Tri-Went Industries Ltd to do our best to provide our services to disabled Customers by:

- Providing access to the premises as far as possible by reasonable accommodation
- To ensure that our staff are trained with various assistive devices
- Respecting the independence of disabled Customers by allowing disabled customers to act
- Respecting the dignity of disabled Customers
- Considering integration and equal opportunity of disabled Customers

## **Support Persons**

It is the policy of Tri-Went Industries Ltd. to allow disabled Customers to be accompanied by a support person if ever at our facility.

## **Temporary Disruptions**

If any services to accommodate disabled Customers are interrupted, Tri-Went Industries will post a notice in the main office. This notice will clearly state the reason for the disruption, its anticipated length of time and a description of alternative services, if available.

## **Training of Staff**

It is the policy of Tri-Went industries to provide training of the AODA to employees who deal directly with our customers; this will cover our Sales & Customer service Representatives. This training will be provided to staff of the above mentioned positions after their probation period has been completed.

## **Feedback**

Customers who wish to provide feedback about Tri-Went Industries Ltd. Accessibility Program may do so contacting us by email ([info@tri-went.com](mailto:info@tri-went.com)) or by phone 905-831-6964. Any complaints that are received will follow the same procedures as outline in our Quality Manuals under customer complaints.

## **Availability of Documents**

All documents relating to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format reasonably accommodating Disabilities. You may request information by email ([info@tri-went.com](mailto:info@tri-went.com)) or by phone 905-831-6964.