Accessibility for Ontarians with Disabilities Act (AODA)
Deltic AODA Customer Service Standard

Our Commitment on Accessibility

Deltic Wash Force is committed to ensuring that our information and services are accessible for Ontarians with disabilities. This includes providing information and access to our facilities that people with disabilities can use and benefit from equally and in a manner that respects their dignity and independence.

Key Principles

Our policy is based on:

- respect for the dignity and independence of people with disabilities
- equal opportunity for people with disabilities to access, use and benefit from our information and facilities with the same quality and timeliness that others receive
- communicating in ways that consider a person's disability-related needs

Laws and Rules

Key standards and rules on providing accessible customer service are set out in the:

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

The Ontario *Human Rights Code* (the Code) protects persons with disabilities in Ontario from discrimination and harassment based on their disability, including when requesting information, and when using facilities. Under the Code, Deltic Wash Force has a duty to accommodate the needs of people with disabilities, up to the point of undue hardship.

Customer Service Training

Employees, volunteers, and any other people who provide information, services or facilities will be trained in how to provide accessible customer service and on the requirements of our accessibility policies.

Summary of Customer Service Policies

This is a summary of the accessible customer service you can expect to receive. For more detail, please see our policy titled "Accessibility for Ontarians with Disabilities Act (AODA) Statement of Organizational Commitment".

Information and Communication
When communicating or providing information to a person with a disability, we will do so in a manner that takes the person's disability into account.

Accessible Formats and Communications Supports
If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs — at no additional cost to them.

If we cannot meet the person's particular request in a reasonable timeframe, we will inform them and will work with them to determine an alternate method to accommodate their disability-related needs. Accessible formats may not be available in certain circumstances or for certain types of information, in which case we will provide a summary of the information.

Feedback Process
We will inform our customers and service users of the choices available for them to give feedback about the way we provide goods, services and facilities.
Feedback may be provided:

- in person
- by telephone/TTY
- in writing
- by email or
- by other communication technology as required

If customers with disabilities would prefer to give their feedback, and receive a response to it, using an alternate method than one that is offered, they may request it.

Service Disruption
If there is a problem with facilities, equipment or services that people with disabilities rely on to facilitate access, we will provide notice to the public. The way we provide the notice will be determined by the nature of the problem. We will always try to make alternative arrangements to provide service where possible.

Assistive Devices
People with disabilities may use their own personal assistive devices. Where assistive devices are available in our buildings, our staff have been trained on how to use them.

Service Animals
People with disabilities may use their service animal in all parts of our premises that are open to the public, unless the animal is excluded by law. In cases where service animals are not allowed, we will ensure that other measures are available to ensure that the person can access the service.

Support Persons
People with disabilities can access their disability-related support person while using our services. In situations where personal information or other confidential matters will be

discussed, the role of the support person may need to be agreed to in advance of the meeting. In some cases, the support person may be asked to sign a confidentiality agreement.

Request for More Information
Please contact Lizzy Gareau, Accounting Manager at accounting@delticwash.com or call 705-728-7196 ext. 2 to request more information.