Accessibility for Ontarians with Disabilities Act (AODA)
Deltic AODA Policy Statement

Deltic Wash Force is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

The Four Core Principles

- **Dignity:** Serving individuals with disabilities in a manner that respects their self-respect and dignity.
- **Independence:** Allowing individuals to accomplish tasks autonomously without unnecessary interference.
- **Integration:** Providing services in locations and ways that allow equal participation, barring the need for alternative methods.
- **Equality of Opportunity:** Ensuring equal chances to access and benefit from services

Deltic Wash Force is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code (OHRC) respecting non-discrimination.

Deltic Wash Force understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the OHRC or obligations to people with disabilities under any other law.

Deltic Wash Force is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

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

Training

We are committed to training all staff in the Act, the Accessible Customer Standard, and other applicable Ontario's accessibility standards and aspects of the OHRC that relate to persons with disabilities.

In addition, we will train:

- all persons who participate in developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees on accessibility relates to their specific roles. Training includes:

1. Purpose of the AODA, 2005 and the requirements of the Customer Service Standards.
2. Our policies related to the Customer Service Standards.
3. How to interact and communicate with people with various types of disabilities.
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
5. How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
   - accessible washroom
   - handicapped designated parking space upon request
   - ring doorbell to offices and someone will come and assist you
   - ramp in walkway for wheelchair access from parking lot upon request
   - TTY access through Bell Canada Relay service 711

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Categories of Assistive Devices:

Mobility Aids

- Wheelchairs (manual and electric)
- Walkers, canes, and crutches
- Prosthetic limbs and orthotic braces
- Scooters

Sensory & Communication Aids

- Hearing aids and cochlear implants
- Screen readers and braille displays
- Augmentative and alternative communication (AAC) devices
- Magnifiers and large-print materials

Daily Living Aids

- Adaptive eating utensils (e.g., weighted spoons)
- Button hooks and zipper pulls
- Shower chairs and grab bars
- Automatic page turners
- Cognitive & Learning Aids
- Memory aids and digital schedulers
- Speech-to-text and text-to-speech software
- Educational software designed for learning disabilities

Environmental Modifications

- Wheelchair ramps
- Automatic door openers
- Stairlifts
- Accessible washroom

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide or those brought with customers with disabilities while accessing our goods, services or facilities.

Communication

- We communicate with people with disabilities in ways that take into account their disability. Anyone with a disability can access information on our goods and services by: Calling us at (705)728-1196 ext 2 or
- Emailing accounting@delticwash.com att: Lizzy or
- In person at our office at 501 Welham Road, Unit 9 - Hours of operation are 8am to 4:30pm Monday to Friday.
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We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization 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.

- A disruption in service may include:
- List Services/Facilities –
    - Accessible washroom facilities are closed (i.e. plumbing, etc)
    - Power is down (i.e. hydro and/or internet interruptions)
    - Phone system is down

The notice will be made publicly available in the following ways:

- Notice posted on our front door
- A phone call, text or email containing information on the disruption and estimated length of disruption will be sent to any customers who are expected due to a scheduled meeting booked during the disruption time
- If the disruption is estimated to be longer than a day information will be posted on our social media sites including Facebook and X.

Feedback Process

Deltic Wash Force welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Information on how to contact us posted on our website

All feedback, including complaints, will be directed to our President and will be reviewed and attended to within 7 business days.

We will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Deltic Wash Force notifies the public that documents related to accessible customer service, are available upon request by posting a notice on our website. These documents will be in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that consider their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

1. in a timely manner, considering the person's accessibility needs due to their disability; and
2. at a cost that is no more than the regular cost charged to other persons.
3.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

1. an explanation as to why the information or communications are unconvertible; and
2. a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants to arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to a disability.

We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

1. information that is needed to perform the employee's job; and
2. information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency

information to a designated person who is assisting that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

1. when the employee moves to a different location in the organization;
2. when the employee's overall accommodations needs or plans are reviewed; and
3. when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.