



MDF Mechanical Ltd.

Established Since 1986

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MDF Mechanical Ltd.'s Accessible Customer Service Policy

MDF Mechanical Ltd. ("MDF") is committed to excellence in serving all customers, including people with disabilities, in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (the "AODA"). All MDF employees, volunteers, and agents who deal with the public, or other third parties that act on behalf of MDF, are expected to understand and adhere to the following policies to ensure that goods and services at the premises owned and operated by MDF are provided in accordance with the principles of dignity, independence, integration and equal opportunity to all clients.

Policy Statement

MDF will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive the same value and quality;
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

As a whole and individually, MDF employees, volunteers and agents shall comply at all times with any and all legislation pertaining to meeting the requirements of the *Accessibility Standards for Customer Service*, Ontario Regulation 429/07 under the AODA.

Definition

- "Disability," for the purposes of this Policy and as defined by the AODA and the Ontario *Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Assistive Devices

Employees must adhere to and ensure implementation of the following policies regarding the **use of assistive devices**:

- Personal assistive devices are typically devices that guests bring with them (such as a wheelchair, walker or a personal oxygen tank) that might assist in hearing, seeing, communicating, mobility, breathing, remembering and/or reading. Persons with disabilities may use their own assistive devices as required when accessing goods or services.
- In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.
- Where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Disruptions in Service Guidelines

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of MDF. In the event of any temporary disruptions to services that customers with disabilities rely on to access or use, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included, unless it is not readily available or known:

- Which services are disrupted or unavailable.
- The reason for the disruption.
- The anticipated duration of the disruption.
- A description of alternative services or options.

Training and Implementation Guidelines

MDF will provide to all individuals who provide services to the public on its behalf, in the capacity of an employee, agent, volunteer or otherwise. MDF will also provide training to those who are involved in the development and approval of customer service policies, practices and procedures.

As reflected in Ontario Regulation 429/07, the training will include:

- An overview of the AODA and the requirements of the customer service standard;
- A review of MDF's accessible customer service plan;
- How to interact and communicate with people with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or a support person; and
- What to do if a person with a disability is having difficulty in accessing MDF's services.

In the event of legislative changes, MDF will train the above-noted individuals with respect to any related changes to its Policy, practices and/or procedures. All training records will be maintained.

Feedback Process

MDF shall provide customers with the opportunity to offer feedback on the services provided to clients with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be

made available, as is reasonable and appropriate, by posting the information on MDF's website.

Feedback forms will be available upon request, along with alternate methods of providing feedback. Customers who wish to provide feedback verbally may contact any Manager in person, or may submit their feedback via telephone by contacting MDF at 905-789-9944. Clients may also submit feedback via email at Info@mdfmechanical.ca

Customers who provide formal feedback will receive acknowledgement of their feedback, along with a summary of any resulting actions based on concerns or complaints that were submitted.

General

This Policy is available upon request and in a format that takes into account the customer's disability.

In the event of legislative changes, this Policy and its related procedures will be reviewed as required.

Questions about this Policy and its related procedures should be directed to Human Resources by phone 905-789-9944 or Email Info@mdfmechanical.ca