

### Purpose

Teutech Industries Inc. is committed to providing its goods and services in an accessible manner. This policy meets the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Teutech Industries Inc. will follow the principles of dignity, independence, integration and equal opportunity.

### Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Teutech.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Teutech, including when the provision of goods and services occurs off the premises such as: delivery services, call centers, vendors, drivers and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Teutech.
- d) This policy shall also apply to all persons who participate in the development of the Teutech's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

### Definitions

**Assistive Device** – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, 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 co-ordination, 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.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

### Procedure

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this procedure addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

#### A. The Provision of Goods and Services to Persons with Disabilities

Teutech 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:



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- Ensuring that all customers receive the same value and quality;
- Allowing customers 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 customers 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.

### B. Assistive Devices

#### Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Teutech.

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. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

### C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law. Teutech will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

#### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

#### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Teutech will make all reasonable efforts to meet the needs of all individuals.

### D. Support Persons

If a customer with a disability is accompanied by a support person, Teutech will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

### E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control of Teutech. In the event of any temporary disruptions to facilities or services, 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.

#### Notifications will Include:

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

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options, if applicable

#### Notifications Options:

When disruptions occur Teutech will provide notice by:

- Posting notices in conspicuous places including at the point of disruption, at the main entrance and the shipping/receiving entrance and/or on Teutech's website;
- Contacting customers with appointments;

### F. Feedback Process

Teutech values the opinions of its customers and clients, and has established a process for receiving and responding to feedback on the manner in which the Company provides good and services to persons with disabilities. Information about this process is readily available.

Should a person wish to provide feedback they can do so several ways:

- In writing to Human Resources Manager 265 Massey Rd. Guelph, ON N1K 1B2
- By telephone: 519-836-3180 ext. 221
- By email to: [AODA@teutech.com](mailto:AODA@teutech.com)
- In person to any Director, Manager or Supervisor
- By using the feedback form available upon request or on our website at [www.teutech.com](http://www.teutech.com)

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

### G. Training

Training will be provided to:

- a) All employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Teutech; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.

#### Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person (including the handling of admission fees).
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Teutech's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### Training Schedule:

Teutech will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### Record of Training:

Teutech will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

### H. Notice of Availability and Format of Documents

Teutech shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in the reception area of Teutech, Teutech's website and/or any other reasonable method.

### **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

- Erin Stephens, Human Resources Manager
- 519-836-3180 ext. 221
- 265 Massey Rd. Guelph, ON N1K 1B2
- aoda@teutech.com
- [www.teutech.com](http://www.teutech.com)

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to Teutech's Accessibility Policies.