



Accessibility for Ontarians with Disabilities Act POLICY and PROCEDURES

1. PURPOSE

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers and other third parties) on behalf of Norfolk Disposal Services Limited ("Norfolk Disposal") in providing goods, services and opportunities to people with disabilities.

2. SCOPE

This policy applies to all staff personnel (employees, volunteers and other third parties).

3. POLICY

3.1 Our commitment

Norfolk Disposal strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

3.2 Providing goods, services and opportunities to people with disabilities

Norfolk Disposal is committed to excellence in serving all, including people with disabilities.

This commitment is demonstrated in the areas of:

3.2.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff personnel on how to interact and communicate with people with disabilities.

3.2.2 Telephone services

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. Norfolk Disposal has a business phone that lets people who are deaf, hard of hearing or speech-impaired to use the telephone to communicate by allowing them to type messages/texts and receive a response. The number is (519) 427-4506.

3.2.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

3.2.4 Billing

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

3.2.5 Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every effort will be made to ensure that any offsite event venues are compliant with Norfolk Disposal's commitment regarding service animals.

3.2.6 Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Norfolk Disposal's premises or offsite event venues with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises or premises operated by Norfolk Disposal for event purposes.

3.2.7 Employment

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career

progression.

3.2.8 Facilities

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

3.2.9 Notice of temporary disruption

Norfolk Disposal will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

PROCEDURE:

3.3 Training for staff

Norfolk Disposal provides disability related accessibility training to all staff personnel. Training is developed and delivered in various formats.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing HRPAs goods and services.
- Norfolk Disposal's policies, practices and procedures relating to the integrated standards.

Staff personnel will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

3.4 Modifications to this or other policies

All Norfolk Disposal policies and procedures will be developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

3.5 Feedback process

The ultimate goal of Norfolk Disposal is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated.

All feedback can be sent by email, mail or by telephone to our Human Resource Manager who will respond within ten business days.

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