

		Control Number:		LHN-E1-004			
		Classification:		Pertains to:			
		<input type="checkbox"/>	Policy	E	Q	OH&S	
		<input type="checkbox"/>	Practice	No	No	Yes	
Subject: Accessibility For Ontarians With Disabilities Act		<input type="checkbox"/>	Procedure				
		<input type="checkbox"/>	Work Instruction				
		<input type="checkbox"/>	Form				
		<input checked="" type="checkbox"/>	Other (describe) Program				
Revision Number: 001	Date of Review/ Revision: March 23, 2021		Date of 1st Issue: December 12, 2020				
Originating Department: Safety	Prepared by: Julia P Title: Project Coordinator	Approved by: Dave H Title: Vice President					
Distribution:	LH North Ltd.						

1. PURPOSE

- 1.1 It is the commitment of LH North Ltd. to provide excellence in serving all customers including persons with disabilities

2. Assistive devices

- 2.1 We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

3. Communication

- 3.1 We will communicate with people with disabilities in ways that consider their disability.

4. Service animals

- 4.1 We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premise that are open to the public.

5. Support persons

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

6. Notice of temporary disruption

- 6.1 In the event of a planned or unexpected disruption to services for customers with



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disabilities when applicable, signage will be provided by LHN to inform of such disruption.

7. Training

- 7.1 LHN will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.
- 7.2 Individuals in the following positions will be trained: President; Vice-President; Project Engineer; QA Administrator; Office Manager; Safety Officer; Shop Manager; and Foreman(s)
- 7.3 This training will be provided to staff in the above positions upon hiring, during the initial orientation.
- 7.4 Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
 - LHN's plan related to the customer service standard.
 - 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.
 - What to do if a person with a disability is having a difficulty in accessing LHN's goods and services.
 - Staff will also be trained when changes are made to your accessible customer service plan.

8. Feedback process

- 8.1 Customers who wish to provide feedback on the way LHN provides goods and services to people with disabilities can e-mail Julia@lhnorth.com or call 807-623-2798.
- 8.2 All feedback, including complaints, will be directed to Julia Paradis. Customers can expect to hear back within five days.



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9. Modifications to this or other policies

- 9.1 Any policy of LHN that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.