



13225 Jamsyl Dr., Tecumseh, ON N9K 0B8
Phone: (519) 979-3572 Fax: (519) 979-6912
www.encoremechanical.ca

Accessibility Standards Policy and Commitment

Encore Mechanical 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 by meeting our accessibility requirements under Ontario's accessibility laws.

AODA

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act is designed to develop, implement, and enforce mandatory accessibility standards.

Commitment and Purpose of the Plan

At Encore Mechanical, we are 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. Encore is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. We understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and its accessibility standards do not substitute or limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law. Encore Mechanical is committed to excellence in serving and providing services to all customers including people with disabilities.

Accessible Emergency Information

Encore is committed to providing its customers and clients with publicly available emergency information in a accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

We are committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training includes:



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- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service 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

Assistive Devices

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

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.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation 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 a certain task.

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.



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Notice of Availability of Documents

Encore Mechanical will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following locations:

www.encoremechanical.ca

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 take into account 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:

- In a timely manner, taking into account the person's accessibility needs due to disability

Employment

Encore is committed to fair and accessible employment practices, and will provide reasonable accommodation wherever and whenever possible, and notify the public and employees that, when requested, we will accommodate people with disabilities during the recruitment and selection processes and when people are hired.

We will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- Meet with the individual to determine their needs
- Provide reasonable accommodation wherever and whenever possible

Design of Public Spaces

Encore Mechanical will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to applicable public spaces. In the event of a service disruption to accessible parts of public spaces, we will notify the public of the service disruption and alternatives available.