



## Employee Handbook

### 1.7. Accessibility for Ontarians with Disabilities Act

The *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, was enacted to develop, implement, and enforce specific standards of accessibility in the following areas:

- A. Customer service
- B. Information and communication
- C. Employment
- D. Public space (facilities/buildings/structures)
- E. Transportation

The goal of AODA is to make Ontario accessible by 2025, eliminating the environmental barriers to people with disabilities.

#### 1.7.1. ORGANIZATIONAL COMMITMENT

The Company seeks to create an environment that is free of unlawful discrimination and harassment, and thus recognizes its responsibilities to protect the rights of all persons, including those with disabilities, to have equal access in customer service, employment, information and communications, and other business dealings with the Company. The Company is committed to meeting the accessibility needs of people with disabilities in a timely manner.

The Company's AODA policy applies to all regular employees, full-time or part-time, temporary workers, volunteers, and others who deal with the public or other third parties on behalf of the Company.

#### 1.7.2. DEFINITIONS

**Disability:** As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- A. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, including 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;
- B. A condition of mental impairment or a developmental disability;
- C. A learning disability, or dysfunction in understanding or using symbols or spoken language;
- D. A mental disorder; or
- E. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.



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**Assistive Device:** A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities (e.g. a wheelchair, walker, a personal oxygen tank, or any other device that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading).

**Guide Dog:** 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:** An animal is a service animal for a person with a disability if:

- A. It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- B. 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:

- A. It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- B. 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:** 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.

### 1.7.3. CUSTOMER SERVICE

The Company strives at all times to provide its goods and services in a way that respects the principles of dignity, independence, and equal opportunity of people with disabilities to benefit from the same services as other customers.

#### Customer Interaction

We communicate with people with disabilities in ways that take into account their disability, 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. We will train our staff on how to interact and communicate with people with various types of disabilities.



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### **Notice of Availability**

We are committed to providing documents related to accessible customer service upon request of a customer. If required, documents will be provided in an alternative format that takes into consideration a customer's disability. Such availability shall be expressed to customers by posting on the Company's website and/or any other reasonable method.

### **Assistive Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Use of Service Animals and Support Persons**

We welcome people with disabilities who are accompanied by their service animals and/or support persons on our premises or offsite event venues. "No pet" policies will not apply to guide dogs, service animals and/or service dogs; however, the customer is responsible for maintaining care and control of the animal at all times.

### **Notice of Temporary Disruption**

Service disruption may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on, reasonable efforts will be made to provide advance notice. Such 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.

### **Feedback Process**

Customers who have comments on the way the Company provides goods and services to people with disabilities can provide their feedback by email at [hr@winair.ca](mailto:hr@winair.ca) or by phone at 519-691-0919. All feedback will be directed to management and HR. Customers can expect to hear back within 10 business days.

## **1.7.4. INFORMATION AND COMMUNICATION**

### **Alternate Formats**

If a customer requires a different format, we will consult with the customer to arrange an accessible format and communication support.

### **Emergency Response Plan**

If the Company is made aware that an employee with a disability may need help in an emergency situation, individualized emergency response information will be drafted as soon as practicable through the following procedures.



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HR will review the emergency plan in place and personalize it into a format that is suitable and understandable for an employee with a disability. After sharing the plan with the employee, HR will also seek consent from the employee to share this information with anyone designated to help him/her in an emergency. HR will revisit the information if:

- A. The employee changes work location;
- B. The employee's accommodation needs change; or
- C. The Company's emergency response policies and procedures are modified.

### 1.7.5. EMPLOYMENT PRACTICES

The Company is committed to the discipline of equal opportunity. Therefore, we will make necessary accommodations for applicants with disabilities during the recruitment and selection process by consulting with them and making adjustments that would best suit their needs.

Also, the Company will take into consideration an employee's disability during the processes of his/her performance management, career development and advancement, and redeployment by providing all reasonable accommodations.

### 1.7.6. TRAINING

The Company will, as soon as practicable, provide AODA training to all employees, volunteers, individuals who participate in the development of its policies, and all other persons who provide goods or services on its behalf. The training will include:

- A. The Ontario Human Rights Code and applying principles
- B. Understanding the duty to accommodate
- C. Policies, practices, and procedures related to AODA requirements that apply to the Company's business and their duties

Revised training will be provided in the event of changes to legislation, procedures and/or practices. HR will keep all records of training that include the dates training was provided and the number of employees who attended the training.

### 1.7.7. ADMINISTRATION

We are committed to developing policies and procedures that respect and promote the dignity and independence of people with disabilities. All of the related policies and procedures, therefore, will be reviewed and developed on an ongoing basis to adhere to those principles.

If you have any questions or concerns about this policy or its related procedures, please contact HR.