

Accessibility Policy

Statement of Organizational Commitment

Industry Diesel & Turbo Service Ltd 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 meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Industry Diesel & Turbo Service Ltd is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Industry Diesel & Turbo Service Ltd understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Industry Diesel & Turbo Service Ltd is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Training

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

We placed training links on ADP WFN to encourage all employee to access training and take quiz conveniently at anytime:

1. **Accessible customer service training:**

Visit <https://accessforward.ca/> for free training modules that you can use.

2. **Human Rights Code training**

Visit <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> for a free training module that you can use.

3. **Other accessibility training on work relevant to staff duties**

Visit <https://accessforward.ca/> for free training modules that you can use.

4. **Human Rights Training Links:**

- a) Introduction

<https://youtu.be/EOicdh2C8A0?si=tmSLir7gi--4ZMTp>

b) The Code

<https://youtu.be/UN02D6zJExI?si=P-amNAe1HxRXjAZD>

c) Understanding the Duty to Accommodate

<https://youtu.be/O88pcfAjN20?si=-6HMC8sMt7xul9ea>

d) Applying Human Rights Principles

<https://youtu.be/FPBmoMpAjI8?si=YalXI4gbUVrszhtq>

e) Compliance and Enforcement

https://youtu.be/m27F6yJ-FMo?si=z7dAGgh_8rx4PAI-

We also have conducted 5 group training sessions from December 15 to December 20, 2023. Additional group training will be conducted on December 21 and December 22 when employees on vacation return to work.

We train:

1. all persons who participate in developing the organization's policies; and
2. all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

1. purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
2. policies related to the Customer Service Standards
3. how to interact and communicate with people with various types of disabilities
4. how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
5. how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include:
 - a) One handicap parking in front of the service doors with curb cut aways for wheelchair access into the building
 - b) One handicap parking in front of the main offices with curb cut aways for wheelchair access into the building.
 - c) Male and female handicap bathrooms on the main floor with assist rails on the walls.
6. what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training, e.g. certificates, training schedules and attendance sheet, which including the dates on which the training was provided and the number of individuals to whom it was provided, name of employees attending the training.

Assistive Devices

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

We 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, services or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This include the following:

1. Sign Language: For individuals who are deaf or hard of hearing, sign language can be crucial. American Sign Language (ASL) and other sign languages are used worldwide.
2. Braille: For individuals who are blind or have low vision, written communication through Braille or tactile graphics can be incredibly useful.
3. Augmentative and Alternative Communication (AAC): This includes tools and methods like communication boards, speech-generating devices, or apps designed for individuals who have difficulty speaking.
4. Easy-to-Read Materials: For people with cognitive disabilities or learning difficulties, using simple language, clear fonts, and visual aids can enhance understanding.
5. Visual Aids and Gestures: Incorporating visual aids, gestures, and facial expressions can aid communication with individuals who have various disabilities, such as cognitive impairments or autism spectrum disorders.
6. Technology Adaptations: Leveraging technology like text-to-speech software, screen readers, or adaptive devices can assist individuals with various disabilities in communicating more effectively.
7. Patience and Respect: Regardless of the method used, it's crucial to communicate with patience, empathy, and respect. Allow individuals time to express themselves and be open to understanding their unique communication needs.

We will work with the person with disabilities to determine what method of communication works for them.

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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) 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 certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

1. College of Audiologists and Speech-Language Pathologists of Ontario
2. College of Chiropractors of Ontario
3. College of Nurses of Ontario
4. College of Occupational Therapists of Ontario
5. College of Optometrists of Ontario
6. College of Physicians and Surgeons of Ontario
7. College of Physiotherapists of Ontario
8. College of Psychologists of Ontario
9. College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

1. explain why the animal is excluded
2. discuss with the customer another way of providing goods, services or facilities

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.

If a fee or fare is normally charged to a customer for accessing our goods, services or facilities, fee/fare will not be charged for support persons.

We will notify customers of this by posting a notice in the following locations/ways:

- Oakville
- Brampton
- The Company website

In certain cases, Industry Diesel & Turbo Service Ltd might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Industry Diesel & Turbo Service Ltd will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If Industry Diesel & Turbo Service Ltd determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

We consistently uphold adequate inventory levels to minimize disruptions. Additionally, in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Industry Diesel & Turbo Service Ltd will notify customers promptly. This clearly posted notice will be found from our website and notice across our divisions include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities in Ontario include:

- Oakville division
- Brampton division

The notice will be made publicly available in the following ways:

- Posting a notice in all Ontario locations (Oakville, Brampton)
- Posting a notice at the Company website

Feedback Process

Industry Diesel & Turbo Service Ltd welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Phone call
- Email
- Send message at our website

All feedback, including complaints, will be directed to the CFO who may escalate the feedback and complaints to the owner and CEO whenever necessary.

Customers can expect to hear back in 3 business days.

Industry Diesel & Turbo Service Ltd ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Industry Diesel & Turbo Service Ltd has processes for receiving and responding to feedback to ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Industry Diesel & Turbo Service Ltd notify the public about the availability of accessible formats and communications supports with respect to the feedback process.

Notice of Availability of Documents

Industry Diesel & Turbo Service Ltd notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Oakville

- Brampton
- The Company website

Industry Diesel & Turbo Service Ltd will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Self-service Kiosks

As a private organization, Industry Diesel & Turbo Service Ltd has regard for accessibility in this requirement by providing handicap parking in front of the service doors and in front of the main offices with curb cut for wheelchair access into the building.

We also have both male and female handicap bathrooms on the main floor with assist rails on the walls.

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring with this regard.

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:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If our Company determines that information or communications are unconvertible, we will provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by

- Website accessibility Statement
- Clearly display contact information for individuals to request accessible formats or communication supports
- Inclusive Marketing Materials
- Training our service desk employees to inform customers about available accessibility options

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment Policies

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

1. information that is needed in order to perform the employee's job; and
2. information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

1. when the employee moves to a different location in our organization.
2. when the employee's overall accommodations needs, or plans are reviewed; and
3. when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

We meet accessibility laws when building or making major changes to public spaces. Our public spaces include Accessible off-street parking

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies

Any policies of Industry Diesel & Turbo Service Ltd that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.