



# **POLICY:**

# **Accessibility**

Owner: HR

Approved: CFisher

Version: 20220715

Ottawa Mould Craft is committed to providing accessible goods and services to its clients and employees with disabilities in a way that respects their dignity, integration, independence and equal opportunity. This policy applies to all Ottawa Mould Craft employees, customers, external providers, and visitors to our workplace.

This policy addresses the accessibility requirements of Regulation 49/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and IASR Ont. Reg. #191/11. A process to ensure the review, communication and documentation of the policy will be followed as necessary. On an annual basis, the Company will complete the on-line accessibility reports as required by the Ministry for Seniors and Accessibility.

The public will be notified that accommodations for people with disabilities will be made available upon request throughout the customer experience and the hiring process. Staff will be made aware of the Accessibility Policy by ensuring that they have received the training materials and any refresher training information deemed appropriate by the Company. Accommodations or alternate formats will be made available upon request for any customer or employee with disabilities as they pertain to information needed to do their job, information available to the general public, and any emergency procedures if needed. The suitability of these support formats shall be determined through consulting with the individuals making the requests. Accessibility needs and individual accommodation plans will be considered as part of performance management processes, when assessing performance, providing career development and advancement opportunities or considering redeployment.

OMC will facilitate the use of assistive devices, service animals, and support persons in publicly accessible areas of the premises in so far as it is not prohibited due to health and safety, privacy or security concerns.

OMC will provide notice of planned or unexpected disruptions of service as soon as is practicable, including the reason, expected duration, and any alternative accommodations, if any.

Feedback can be provided in person, by telephone, by mail or by email to:

Attention: President  
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