

MATERA CARPENTRY CONTRACTORS LTD.

ACCESSIBILITY POLICY

1. Statement of Organizational Commitment

Matera Carpentry Contractors 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, 2005* (“**AODA**”) and Ontario Regulation 191/11: Integrated Accessibility Standards (the “**Regulation**”).

Matera Carpentry Contractors Ltd. is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* (the “**Code**”) respecting non-discrimination.

Matera Carpentry Contractors Ltd. understands that obligations under the AODA and the Regulation do not substitute or limit its obligations under the Code or obligations to people with disabilities under any other law.

Matera Carpentry Contractors Ltd. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

2. Training

Matera Carpentry Contractors Ltd. is committed to training all employees, contractors, and volunteers, on the AODA, the Regulation, the provisions of the Code that relate to persons with disabilities, and all aspects of this Policy. This training will provide instruction on how to deal with and appropriately serve people with disabilities.

Employee training will occur as soon as practicable after an employee is hired. Revised training will be provided in the event of changes to legislation or Matera Carpentry Contractors Ltd. policy, practice and procedure. Matera Carpentry Contractors Ltd. will keep a record of training that includes the dates training was provided, the number of employees and names of employees trained.

3. Information and Communication Standards

Matera Carpentry Contractors Ltd. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communications needs.

a. Alternative Formats

All documents required by the AODA and the Regulation, including Matera Carpentry Contractors Ltd. Accessibility Policy, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to any privacy rights or concerns. When providing these documents to a person with a disability, Matera Carpentry Contractors Ltd. will endeavour

to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Matera Carpentry Contractors Ltd. will meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.]

b. Feedback Process

Matera Carpentry Contractors Ltd. welcomes feedback on how we provide accessible customer service. Customer and employee feedback will help us identify barriers and respond to concerns. Matera Carpentry Contractors Ltd. will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option.

Feedback will be reviewed and responded to with 5 business days. All feedback will be directed to Diane Cianfrano by email or telephone using the following contact information:

E-mail: dcianfrano@matera.ca

Phone: (905) 669-0422 extension : 222

Address: 345 Millway Avenue, Suite 200, Concord, ON L4K 4T3 (Hours of operation 8:00am – 4 :30pm)

4. Customer service Standards

Matera Carpentry Contractors Ltd. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with all applicable laws related to accessibility standards by:

- Ensuring that all customers receive the same value and quality;
- 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;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

The term "persons with disabilities" will be the norm, and if a specific condition must be referenced, the condition will be referenced last (e.g., person with low vision). Matera Carpentry Contractors Ltd. acknowledges that it is best to wait until an individual describes his or her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and assumptions may be wrong.

a. Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Matera Carpentry Contractors Ltd. In cases where the assistive

device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Every employee who interacts with customers/clients or other third parties will be trained on how to assist with various assistive devices, should their assistance be required.

b. Service Animals

A client/customer with a disability that is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. If a guide dog or service animal is excluded by law, Matera Carpentry Contractors Ltd. will try to offer alternative methods to enable the person with a disability to access goods and services, when possible.

Recognizing a Guide Dog and/or Service Animal: If it is not readily apparent that an animal is being used by the client/customer for reasons relating to his or her disability, Matera Carpentry Contractors Ltd. may request verification from the customer. Verification may include:

- A letter from regulated health professional, such as a physician or nurse, confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal: The customer/client that is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

c. Support Persons

If a customer/client with a disability is accompanied by a support person, Matera Carpentry Contractors Ltd. will ensure that both persons are allowed to enter the premises together and that the customer/client is not prevented from having access to the support person. All customer/client confidentiality requirements and practices will also apply to support persons.

d. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Matera Carpentry Contractors Ltd. will make every reasonable effort to notify customers promptly. This 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.

A notice of temporary disruption will be posted on Matera Carpentry Contractors Ltd. website, on the front door of the impacted service location, and on Matera Carpentry Contractors Ltd. social media accounts [as applicable].

Matera Carpentry Contractors Ltd. will prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.]

5. Employment Standards

Matera Carpentry Contractors Ltd. is committed to fair and accessible employment practices.

a. Recruitment, Assessment, and Selection

Matera Carpentry Contractors Ltd. will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process and that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. Matera Carpentry Contractors Ltd. will consult with individuals who request accommodations and will provide for appropriate accommodations.

b. Notice to Successful Applicants

When presenting offers of employment, Matera Carpentry Contractors Ltd. will notify the successful applicant of its policies and procedures for accommodating employees with disabilities.

c. Informing Employees of Support

Matera Carpentry Contractors Ltd. will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

d. Accessible Formats and Communication Supports for Employees

Upon request of an employee with a disability, Matera Carpentry Contractors Ltd. will consult with the employee to provide, or arrange for accessible formats and communication supports for information that is needed to perform their job, and information that is available to other employees. In order to determine the suitability of an accessible format or communication support, Matera Carpentry Contractors Ltd. will consult with the employee making the request. Accessible formats and communication supports regarding general workplace information will also be provided to employees with disabilities.

e. Workplace Emergency Response Information

Matera Carpentry Contractors Ltd. will provide employees with disabilities individualized workplace emergency response information when the employee's disability is such that the information is required, and Matera Carpentry Contractors Ltd. has been informed of the need to accommodate the employee's disability.

Matera Carpentry Contractors Ltd. will review the individualized workplace emergency response information as required. For example, a review will take place when the employee moves to a different working location, an employees accommodation needs change, or Matera Carpentry Contractors Ltd. reviews its emergency response policies generally.

f. Documented Individual Accommodation Plans

Matera Carpentry Contractors Ltd. will develop individualized accommodation plans for its employees with disabilities, in consultation with and the participation of the employee and their

medical advisors. Employees also have an obligation to co-operate and participate in this consultative process. The process by which Matera Carpentry Contractors Ltd. will consult, develop, determine, document, review and routinely update the individualized accommodation plan will be formalized with the employee. Matera Carpentry Contractors Ltd. will implement and maintain measures effective to maintain the privacy of its employees with disabilities.

g. Return to Work Process

Matera Carpentry Contractors Ltd. will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return-to-work process will clearly define and outline the steps Matera Carpentry Contractors Ltd. will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. The above stated return to work process will not replace, hinder, or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

h. Performance Management, Career Advancement and Redeployment

Matera Carpentry Contractors Ltd. will continue to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees and when redeploying employees.

6. Other Organizational Policies

Matera Carpentry Contractors Ltd. is committed to developing policies that respect and promote dignity, independence, integration, and equal opportunity of people with disabilities. Any Matera Carpentry Contractors Ltd. policies that do not respect or promote the above values will be modified or removed.

7. Administration

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

If you have any questions or concerns about this policy or its related procedures, please contact: Diane Cianfrano at dcianfrano@matera.ca or (905) 669-0422 extension: 222.