



Triangle Fluid Controls Ltd.®



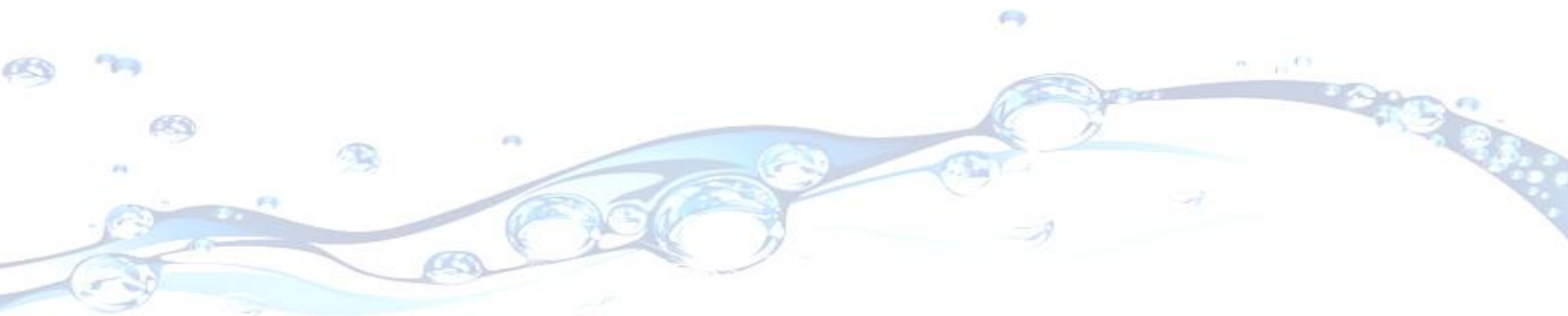
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DURLON
SEALING SOLUTIONS

Accessibility for Ontarians with Disabilities Act

(A.O.D.A.)

Information



Providing goods, services or facilities to people with disabilities

Triangle Fluid Controls Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Triangle Fluid Controls Ltd understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Triangle Fluid Controls Ltd. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Triangle Fluid Controls Ltd. is committed to excellence in serving 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.

It should be noted that all individuals, whether with a disability, or acting as a support person or neither of the above, must wear safety boots and safety glasses at any point beyond the yellow line in the warehouse. If this is not possible or adaptable, then access will be denied.

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 will 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 will communicate with people with disabilities in ways that consider their disability. This may include the following:

- Employees that are responsible for communicating with customers/suppliers/visitors, in person, may do so verbally (speaking slowly, clearly and in suitable language at an audible level), via computer (e-mail or suitable software) or handwritten communication (legible and/or large print).
- Provide a sign language interpreter for a commitment of a defined length of time (fees to be determined) – suitable notice, in advance, is required.
- At the bottom of the sign-in sheet located at the front desk – “Please inform Human Resources if you require accommodation during an emergency **evacuation**” **will be printed and can be read to the individual if they are unable to read it**
- If an alternate method of communication is required, contact Human Resources so that *Triangle Fluid Controls Ltd* may attempt to complete this accommodation.

Triangle Fluid Controls Ltd. Emergency Response Plan is posted on the Company's Intranet drive [Z drive>Administration>TFC Handbook & Policy Manual>Section 1, Page **4**] **and is available, on any computer in the building, for review. The Company's** evacuation plan is also available on the back of the sign-in sheets in the binder on the counter top at the main entrance. The evacuation plan is also posted in the lunchroom at the east end of the office section of the building.

Where specific accommodations are necessary, the Company must be notified, prior to the individual with the disability arriving, in order to ensure that measures are in place for their safety.

A person with a disability may provide their own assistive device for the purpose of **obtaining, using and benefiting from the company's goods and services. Exceptions** may occur in situations where Triangle Fluid Controls Ltd. has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others, on the premises.

In these situations, and others, Triangle Fluid Controls Ltd. may offer a person, with a disability, other reasonable measures to assist him or her in obtaining, using and **benefiting from Triangle Fluid Controls Ltd.'s goods and services, where Triangle Fluid Controls Ltd. has such other measures available.** We will work with the person with a disability to determine what method of communication works for them.

Please note that it is the responsibility of the person with a disability to ensure that his or her assistive device is always operated in a safe and controlled manner.

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 a person to provide documentation (template, letter or form) from a regulated health



professional that confirms that 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:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- 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:

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

Service animals are prohibited from the following areas:

- the plant and the warehouse. This is due to health & safety issues and the sensitivity of the production process. The balance of the building and property are available to the service animal. If necessary and possible, *Triangle Fluid Controls Ltd* will provide other means to allow the people with disabilities the opportunity to access the plant and warehouse.

Please note that it is the responsibility of the person with a disability to ensure that their Service Animal is always kept in control, and that they are responsible for any damages caused by the animal.

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.

In certain cases, *Triangle Fluid Controls 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, *Triangle Fluid Controls 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

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities *Triangle Fluid Controls Ltd.* 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 available in the building. (There are washrooms in the warehouse, on the main level, but they are not designated as being handicapped accessible).

Services/Facilities include:

A Handicap Washroom located on the main floor of the office section of the building

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

- By being posted on the door of the handicap accessible washroom

Training

Triangle Fluid Controls Ltd. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 6 months after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- *Triangle Fluid Controls Ltd.*'s **policies** relating to the customer service standard
- 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
- how to use the equipment or devices (if any) available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.



- what to do if a person with a disability is having difficulty in accessing *Triangle Fluid Controls Ltd's* goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service **policies. Record of the training/review will be kept in each employee's training file, in the Human Resources office.**

Feedback process

Triangle Fluid Controls Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- Verbally, by computer or by handwritten communications

Customers who wish to provide feedback on the way *Triangle Fluid Controls Ltd.* provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- By contacting Mike Boyd (General Manager) at 613-968-1100 (ext201) or at mikeb@trianglefluid.com or at Triangle Fluid Controls, 399 College St. E, Belleville ON K8N 5S7

Customers can expect to hear back in 30 days.

Triangle Fluid Controls Ltd. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

Triangle Fluid Controls Ltd. will notify the public that documents related to accessible customer service are available, upon request, by posting a notice in the following location(s)/way(s):

- Lunchroom – main floor of office – east end of building
- *Triangle Fluid Controls Ltd.* Intranet Folder (Z>Administration> AODA policy)
- *Triangle Fluid Controls Ltd.* website

Triangle Fluid Controls Ltd. will provide this document 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.

Modifications to this or other policies

Any policies of *Triangle Fluid Controls 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.