



ACCESSIBILITY

DEFINITIONS

Definitions taken from the *Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11* or *Ontario Human Rights Code*.

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; (“obstacle”).

“Disability” is defined broadly by the Ontario Human Rights Code as:

1. "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."

Viana Roofing & Sheet Metal Ltd. will provide training to all employees, volunteers, and independent contractors to ensure they are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation

Information and Communication

Viana Roofing & Sheet Metal Ltd. will make its information accessible to people with disabilities by creating materials and support in accessible formats, and it will notify the public of the types of accessible formats provided.

Further, Viana Roofing & Sheet Metal Ltd. will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, Viana Roofing & Sheet Metal Ltd. will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by Viana Roofing & Sheet Metal Ltd.



Employment

Viana Roofing & Sheet Metal Ltd. welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant requests accommodation, Viana Roofing & Sheet Metal Ltd. will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, Viana Roofing & Sheet Metal Ltd. will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any future changes are made to the policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as performance management, career development, emergency response plans, and return to work information.

Viana Roofing & Sheet Metal Ltd. will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

Customer Service

Viana Roofing & Sheet Metal Ltd. will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the goods, service or facility is required by the person with the disability.
- Persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

Please see the separate Accessible Customer Service Policy for full details.

Process for Receiving Feedback

Viana Roofing & Sheet Metal Ltd. will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, Viana Roofing & Sheet Metal Ltd. will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

At Viana Roofing & Sheet Metal Ltd., the person designated to accept feedback is Mr. Sergio Babel at sergio@vianaroofting.com

Transportation

Viana Roofing & Sheet Metal Ltd. does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

Design of Public Spaces

If Viana Roofing & Sheet Metal Ltd. redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. Viana Roofing & Sheet Metal Ltd. will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by AODA.



ACCESSIBLE CUSTOMER SERVICE POLICY

This policy is designed to meet the standards and act in accordance with Regulation 191/11, Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005. These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. The mandate of the Standard is that all obligated organizations must take measures to provide accessible service to all customers, including customers with all types of disabilities.

PURPOSE

Viana Roofing & Sheet Metal Ltd. is committed to providing goods and services in a way that respects the dignity and independence of persons with disabilities. Viana Roofing & Sheet Metal Ltd. is also committed to ensuring our employees are educated and adhere to this policy. Viana Roofing & Sheet Metal Ltd. will make all reasonable efforts to ensure that all people are treated and provided with customer service in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity and Integration.

POLICY

Customer Service and Communication

Viana Roofing & Sheet Metal Ltd. will ensure that effective customer service and communication is provided to all persons with a disability by adhering to the following:

- Make all reasonable efforts to ensure that the provision of goods and services to persons with disabilities will be integrated into regular practice.
- Offer and provide alternative measures and/or formats if necessary, when requested by an individual with a disability.
- Ensure that, to the extent possible, accessible goods and services are delivered in a timely manner.
- All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

Assistive Devices

Persons with disabilities may require the use of their own assistive devices to access services or goods. An assistive device is any device that is used, designed, made or adapted to assist people in performing a particular task. Viana Roofing & Sheet Metal Ltd. will take all reasonable measures to ensure goods and services are accessible to persons using assistive devices, including training employees in how best to support a customer using an assistive device.

In the case the use of an assistive device poses a further challenge to the accessibility of goods and services or raises a potential safety concern, all reasonable efforts will be made to accommodate the individual, which may include using an alternative assistive device or providing the same service in a different manner.

Service Animals

Viana Roofing & Sheet Metal Ltd. is committed to welcoming people with disabilities who are accompanied by a service animal. We will ensure that all staff who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The following terms apply to a person with a disability who is accompanied by a service animal:

- In the event a particular service animal is not allowed by law on or in a particular area of the premises, all reasonable efforts will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the event of a valid health and safety issue, all reasonable efforts will be made to accommodate the individual, which may include an alternative form of assistance or providing the same service in a different manner.
- In the case of service dogs, the law allows them to accompany their owner to go where food is served, sold or offered for sale. The law also states service dogs are not allowed in places where food is manufactured, prepared, processed or handled.
- The owner is responsible for always maintaining control of the animal.



Support Persons

Viana Roofing & Sheet Metal Ltd. is committed to welcoming people with disabilities who are accompanied by a support person.

The following terms apply to a person with a disability who is accompanied by support person:

- Viana Roofing & Sheet Metal Ltd. may require a person with a disability to be accompanied by a support person while on the premises in situations where it is necessary due to health and safety concerns.
- Consent from the person with a disability is required when communicating confidential issues related to the person with a disability, in the presence of a support person.
- If a fee is charged for the admission of a support person, the fee will be communicated and posted.

Notice of Temporary Disruptions

Viana Roofing & Sheet Metal Ltd. will publicly notify customers of temporary disruptions of services or facilities. If the disruption is planned the organization will publicly notify customers of the upcoming service disruption in advance of the start of the service disruption.

A notice of temporary disruption will include:

- When the disruption will happen if it is a case where it is planned;
- Steps to take to access alternative methods;
- A description of alternative facilities or services if they are available;
- The reason for the disruption; and
- How long the disruption will last.

The notice may be delivered to the public by the following methods:

- Posting at the main entrances and the source of the disruption.
- Via phone and email notification to regular customers or customers with scheduled appointments.
- The company's website.

Feedback Process

A feedback process regarding the provision of goods and services to persons with disabilities has been established. The way feedback may be provided will be in such a way that best suits the person with a disability.

Viana Roofing & Sheet Metal Ltd. will review all feedback received and respond in a timely manner. If the feedback is of an urgent concern, a response to the person submitting the complaint will be issued as soon as reasonably possible.

Feedback will be provided to Mr. Sergio Babel at sergio@vianarroofing.com.

Training

Viana Roofing & Sheet Metal Ltd. will ensure that all employees and applicable third parties who interact with customers are provided with accessibility training. Training will also be required for those individuals who are involved in the development or implementation of customer service policies, practices and procedures.

The training will address:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service;
- Information about Company policies and procedures (including this policy);
- Best practice on how to communicate with persons with various types of disabilities;
- Best practice on how to interact with people with disabilities who use assistive devices, require the assistance of a service animal or a support person.

Viana Roofing & Sheet Metal Ltd. will retain a record of all individuals who have completed the required training.



Notice of Availability of Documents and Alternative Formats

Viana Roofing & Sheet Metal Ltd. will post notice of the availability of this policy, other documents prescribed by the Standard and the availability of alternative formats upon request. This information will be provided in our Statement of Commitment, which is posted at a conspicuous location for customers, as well as on the company's website.

INFORMATION AND COMMUNICATIONS STANDARD POLICY

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communication services and materials for people with disabilities.

PURPOSE

Viana Roofing & Sheet Metal Ltd. is committed to creating, providing, and receiving information in a way that is accessible to people with disabilities. When requested by a person with a disability Viana Roofing & Sheet Metal Ltd. will provide an accessible form of communication that considers the specific needs of the individual. Viana Roofing & Sheet Metal Ltd. is also committed to ensuring our employees are educated and trained to adhere to this policy. Viana Roofing & Sheet Metal Ltd. will make all reasonable efforts to ensure that all people are treated and provided information and communication in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity and Integration.

DEFINITIONS

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Accessible Websites and Web Content
- D. Emergency Procedures, Plans or Public Safety Information
- E. Education and Training Resources
- F. Public Libraries
- G. Feedback
- H. Exceptions

A. General Requirements

General requirements apply to the Information and Communications, Employment and Transportation standards and are outlined as follows



Establishment of Accessibility Policies and Plans

Viana Roofing & Sheet Metal Ltd. will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. Viana Roofing & Sheet Metal Ltd. will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Viana Roofing & Sheet Metal Ltd. will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Viana Roofing & Sheet Metal Ltd. will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement the accessibility plan. This status report will be posted on our website and shall be created in an accessible format upon request.

Procuring or Acquiring Goods and Services, or Facilities

Viana Roofing & Sheet Metal Ltd. will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Viana Roofing & Sheet Metal Ltd. Will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Viana Roofing & Sheet Metal Ltd. policies, and all other people who provide goods, services or facilities on behalf of the organization.

Training will be provided to all employees as soon as possible, but no later than required. Training will be provided on an ongoing basis to new employees and as changes to our accessibility policies occur. We will maintain records of who completed the training, including the date of completion.

B. Accessible Formats and Communication Supports

Viana Roofing & Sheet Metal Ltd. will provide or arrange for the provision of accessible formats and communication support for persons with disabilities, upon request. Accessible formats and communication support will be provided in a timely manner and at no additional cost to the individual. Viana Roofing & Sheet Metal Ltd. will consider the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

C. Accessible Websites and Web Content

Viana Roofing & Sheet Metal Ltd. will ensure that our website and all web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the schedule set out in the regulation. This applies to web content on both the internet and the organization's intranet.

D. Emergency Procedures, Plans or Public Safety Information

Viana Roofing & Sheet Metal Ltd. will address accessibility in our emergency procedures. Viana Roofing & Sheet Metal Ltd. will prepare emergency procedures, plans or public safety information, which is available to the public and will be provided in an accessible format upon request.

E. Education and Training Resources

Every organization that is an educational or training institution shall do the following, if notification of need is given:

- Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
 - Procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
 - Arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.
- Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.