

ACCESSIBILITY FOR ONTARIANS WITH DISABILITY POLICIES

Policy

It is the policy of Brendar Group to provide goods and services to persons with disabilities in a way that is consistent with the principles of independence, dignity, integration and equal opportunity. Brendar is committed to giving persons with disabilities the same opportunity to access our services and to benefit from those services in the same place and similar way as other clients.

Brendar will always strive to provide exceptional customer service to all its clients, third parties and members of the public.

Justification for the Policy

This policy and its associated procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the *Accessibility for Ontarians with Disabilities Act, 2005*.

To Whom the Policy Applies

This policy applies to all Brendar employees. Every worker must work in compliance with this policy and associated regulations.

Implementation of the Policy

Definitions

- a) "Assistive Devices" are auxiliary aids such as communications aids, cognition aids, personal mobility aids and medical aids (e.g. canes, crutches, wheelchairs or hearing aids).
- b) "Disability" as per the Ontario Human Rights Code, means:
 - 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 co-ordination, 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;
 - a condition of mental impairment or a developmental disability;
 - a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - a mental disorder; or
 - an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- c) "Employees" (for the purposes of this policy) means every person who deals with members of the public or other third parties on behalf of Brendar Group, whether the person does so as an employee, agent, intern, volunteer or otherwise.
- d) "Persons with Disabilities" are individuals who have a disability as defined under the Ontario Human Rights Code (see above).
- e) "Support Persons" are any person, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, while accessing goods or services.

- f) "Service Animals" are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

Access to Goods and Services

It is the policy of BRENDAR GROUP to do our best to provide our services to persons with disabilities by:

- Providing access to the premises as far as possible by reasonable accommodation
- Allowing access to information in a format that accommodates a disability
- Respecting the independence of persons with disabilities
- Respecting the dignity of persons with disabilities
- Considering the integration and equal opportunity of persons with disabilities

Communication

It is Brendar's policy and practice to take into account a person's disability when communicating. This includes permitting assistive devices, support persons and making documents/communications available in other formats upon request.

Support Persons

It is the policy of BRENDAR GROUP to allow persons with disabilities to be accompanied by a support person when accessing BRENDAR GROUP goods and services.

Service Animals and Assistive Devices

It is BRENDAR GROUPS policy to allow service animals on the premises and in all situations where a person with a disability requires the service animal to access BRENDAR GROUPS goods and services. Similarly, it is Brendar's policy to allow and facilitate the use of assistive devices for person's with a disability in order to access our services.

Temporary Disruptions

If any services to accommodate persons with disabilities are interrupted, BRENDAR GROUP will post a notice in a conspicuous place.

Feedback & Complaints

BRENDAR GROUP will accept feedback from anyone regarding our Accessibility Program. Feedback may be submitted in writing, by email, or by telephone to any Manager. Please direct your feedback to office@brendar.com or call 1-800-440-9744

BRENDAR GROUP has a documented complaint procedure and complaint form for any individuals that wish to formally lodge a complaint.

Availability of Documents

All documents relating to the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format reasonably accommodating Disabilities. You may make a request in writing, by email or by telephone.

Please address your request to office@brendar.com or call 1-800-440-9744

Brent Bolger - President & Technical Director



Signature

January 1st, 2024

Date