

FELLFAB Limited

Accessibility for Ontarians with Disabilities Act (“AODA”)

Customer Service Standard

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FELLFAB's Commitment

FELLFAB will ensure that our disabled customers have equal access to our goods and services in the same manner that is accessible to all of our customers. We will respect the dignity and independence of people with disabilities.

This commitment involves:

- Ensuring awareness of disabilities that can potentially impact our customers
- Understanding the different devices that disabled customers may depend on and how those devices may impact their access to goods and services provided by FELLFAB
- That all FELLFAB Limited employees who are involved in the provision of FELLFAB's goods and services receive adequate training in the legislation as well as in the appropriate procedures for dealing with disabled customers
- That this training is refreshed periodically as the legislation changes and as individual roles change

Responsibilities

Management Responsibilities

It is the responsibility of FELLFAB's Management to ensure that:

- A policy outlining equal access to goods and services for customers with disability exists
- The program is implemented and supported at all levels
- Provide customers and interested parties with a copy of this plan, in alternate formats, upon request
- All employees who have the potential to interact with customers or are involved in the provision of goods or services are trained on the Customer Service Accessibility standard
- Ensure the process is implemented to collect and respond to feedback on the manner in which FELLFAB provides goods and services to customers with disabilities and that when feedback is received, it is reviewed and acted upon as required
- The policy is reviewed annually and modified as required
- Ensure the proper enforcement of this policy

Employee Responsibilities

It is the responsibility of every employee to:

- Participate in the Customer Service Accessibility training if they have the potential to interact with customers or are involved in the provision of goods or services
- Use the information supplied in this policy and in the training program to ensure that customers with disabilities have equal access to the goods and services provided by FELLFAB
- Adhere to the Customer Service Accessibility Policy at all times
- Follow all procedures outlined in this policy and referenced in the training program
- Determine the appropriate behaviour to best service disabled customers so as to ensure equal access to FELLFAB's goods and services

General Procedures

- Disabled persons are able to use their own assistive device, service animal or support person to access goods or services or any other measures FELLFAB offers to enable them to access the goods or services.

Assistive Devices – Due to the nature of our business and equipment used, oxygen tanks & pacemakers are not allowed.

Service Animals – Allowed in the Plant with the exception of entering the Cutting Room or Warehouse, where protective equipment is mandatory

Support Person – allowed, however, a FELLFAB representative must be present to escort the visitor through our facility

- All FELLFAB employees should communicate with a disabled person in a manner which takes into account their disability
- Any person with a disability will be able to bring their service animal with them into the premises where the public is allowed, except where an animal is otherwise excluded by law from the premises
- FELLFAB will provide notice when facilities or services that people with disabilities use to access goods or services is disrupted
 - The notice will include the reason for the disruption, the expected duration and a description of alternate facilities, if available
 - The notice will be placed in an obvious location on premises or other key mechanisms for communicating with the public

Definitions

Disability:

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness including but not limited to:

- Diabetes, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical compensation
- Blindness or visual impairment, deafness or hearing impairment
- Muteness or speech impediment
- Physical reliance on a guide dog or other animal
- Wheelchair or another appliance or device
- A condition of mental impairment, developmental disability or learning disability
- Any injury or disability for which benefits were claimed or received under a provincial insurance plan

Barrier:

That which keeps someone with a disability from fully participating in all aspects of society because of their disability. Barriers can include, but are not limited to:

- Attitude – the way people think
- Architectural/Structural – design elements of a building
- Information – difficulties in receiving or conveying information
- Technology – technologies can prevent people from accessing information
- Systemic – company policies and procedures can create barriers, often unknowingly

Assistive Devices:

Those devices utilized by disabled persons in order to improve their functionality. Assistive devices can include:

- Canes
- Wheelchairs
- Hearing aids
- Support persons
- Service animals

Accessibility for Ontarians with Disabilities Reporting Form

Complainant Information

Last Name First Name Phone Number

Date/Month/Year of Incident _____

Time of Day: _____

Names of Witnesses and/or those providing assistance

Name: _____

Contact Information: _____

Name: _____

Contact Information: _____

To Whom Is The Complaint Being Directed?

Description

Give a thorough description of the incident (what happened, where it occurred, what led up to the incident, who else was present, what action was taken at the time, what impact the incident had on you.)

Medical Attention Required: ___ Yes ___ No

The purpose of this form is to document your claim to assist in a thorough investigation of the complaint.

Signature of person reporting incident

Date

Complaints can be made to Human Resources via the above form or via

- Email – lynda.tanner@fellfab.com**
- Phone – Lynda – 905-203-3265**
- Fax – 905-560-9846**
- In Person - 2343 Barton St. E. Hamilton, ON**
- Mail - Att’n: Human Resources**
2343 Barton St. E., Hamilton, ON L8E 5V8

Investigation Procedure for Complaints

When a formal complaint from a disabled person is submitted, the following procedure will apply:

1. Human Resources, possibly in conjunction with Management will:
 - a) Meet with the person that has filed the complaint;
 - b) Meet with any employees listed in the complaint;
 - c) Interview witnesses, if appropriate
2. After obtaining all relevant information, it will be the responsibility of Human Resources and/or Management after fully investigating the complaint to communicate the remedy to the complainant.
3. After the investigation is complete, HR and/or Management will implement appropriate remedies or disciplinary action, up to and including termination of employment.

Human Resources will prepare a written report of the incident(s) and the formal complaint will be retained. If discipline is applied, a copy of the report will also be retained in that employee's HR file.

Implementation Procedure

The following steps will be taken to implement the Accessibility for Ontarians with Disabilities Act Program:

- 1) All employees who have the potential of dealing with FELLFAB's disabled customers will receive training. Training will include the following:
 - The purpose of the Accessibility for Ontarians with Disabilities Act and the requirements for the Customer Service Standard;
 - How to interact and communicate with people having 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 support person;
 - How to use equipment or devices available on premises or otherwise that may help with the provision of goods or services to people with disabilities;
 - What to do if a person with a disability is having difficulty in accessing FELLFAB's goods and services and FELLFAB's policies, practices and procedures relating to the customer service standard
- 2) Annual review of FELLFAB's Program by Human Resources and/or Management.
- 3) The Policy, as well as Incident Reporting forms will be kept in the HR Department.

NOTE:

If any services necessary to accommodate disabled customers are interrupted, FELLFAB will post a notice at the Reception Desk or near the main entrance in our facility if no Reception Area exists.

Annual Review & Procedure

Each year, the Accessibility for Ontarians with Disabilities Act Policy will be reviewed and revised based on the following:

- 1) Legislative changes
- 2) Training Needs
- 3) Any other measures that are identified as being required