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**POLICY: ACCOMMODATION, ACCESSIBILITY AND DISABILITY IN ONTARIO POLICY**

**DEPARTMENT: APPLIES TO THE ENTIRE COMPANY**

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**Purpose:**

At Walinga Inc, we are committed to providing goods and services to our Customers in a way that respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same service to the best of our ability, in the same place in an integrated manner, and where possible without the need for adaption unless alternate measures are necessary, in a timely manner. The same commitment applies to those with disabilities that may be providing good and services for our facilities or visiting at Walinga.

**Scope:**

This policy applies to all persons who deal with members of the public (customers / vendors / visitors) on behalf of Walinga in both Guelph (5656, Hwy # 6N) and Fergus (938 Glengarry Cres) locations.

**Standards:**

This must be regarded by Management as a directive for compliance with the Health and Safety Program.

**Roles and Responsibilities:**

**Senior Management** is responsible for creating, reviewing, and communicating the Accessibility Standards Policy.

**Managers and Supervisors:**

- are responsible for ensure that the policy and procedures are adhered to by the Employees under their supervision.
- are to accept requests for accommodation from customers / suppliers / visitors in good faith and request only that information that is required to provide for the accommodation.

**Employees:**

- must report to the EH&S Co-ordinator any opportunity that does not allow for accessibility to the premises.
- are to take an active role in examining accommodation solutions that meet individual needs, deal with accommodation requests as quickly as possible; even if it means creating a temporary solution where a long-term one is to follow.
- are responsible for implementing the Accessibility Standards for Customer Service.

**General:**

Walinga will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Our goods and services are provided in a manner that respects the dignity and independence of persons with disabilities,
- The provisions of Walinga's goods and services to persons with disabilities are integrated with those

provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Walinga's goods and services.

**Communication:**

When communicating with a person with a disability, Walinga will do so in a manner that takes into account the person's disability.

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Companies goods and services. Exceptions may occur in situations where Walinga 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, Walinga may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from Walinga's goods and services, where Walinga has such other measures available.

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

**Service Animals:**

Persons with a disability may enter Walinga accompanied by a Service Animal and keep the animal with them for the duration of their visit.

If it is not readily apparent that the animal is a Service Animal, Walinga may ask the person with a disability to confirm this information either via letter from a physician or an other regulated health professional, if applicable, confirming that the person requires the animal for reasons relating to his or her disability or a certificate of training from a recognized guide dog or service animal training school.

Please note that it is the responsibility of the person with a disability to ensure that his or her Service Animal is kept in control at all times.

**Support Persons:**

A person with a disability may enter Walinga with a Support Person and have access to the Support Person while on the premises (there is no fee charged for the support person to be on our premises).

Walinga may only require a support person to accompany someone with a disability for the purpose of Health and Safety, and in consultation with the person.

**COMMUNICATIONS:**

- Staff responsible to communicate with customers / supplier's / visitors in person may do so verbally (speak slowly, clearly and in simple language), via computer (email) or handwritten communications (legible).
- Provide sign language interpreter if a definite long term commitment (fees to be determined).
- Company Emergency Response Plans are posted on the Company website and are available to the public for review. Where specific accommodations are necessary, the Company must be notified prior to the individual with disability arriving in order to ensure measures are in place for their safety.

**NOTICE OF DISRUPTION OF SERVICES:**

- When there is a disruption in a particular service used to allow a person with a disability to access goods and services, Walinga will give notice of the disruption to the public by posting information on their website ([www.walinga.com](http://www.walinga.com)) or by posting a notice at the front entrance of the building (where interruption not anticipated).

**USE OF FACILITIES:**

- As we are unable to provide wheel chair accessible washroom facilities (Guelph location), arrangements will be made to ensure the individual is provided with transportation to the nearest Tim Horton's location as requested:
  - Walinga Guelph Plant (Tim Hortons at 698 Woolwich Road, Guelph)
- As most offices and the conference room are on the upper level of the Guelph plant, this may limit access for individuals with certain disabilities and/or confined to a wheelchair. Individuals are to indicate such limitations that use of the main floor offices or the outside training room may be arranged.
- In Fergus location wheel chair accessible washroom facilities are located in the main office.

**FEEDBACK:**

- Customer's that wish to provide feedback on the way Walinga provides goods and services to people with disabilities may report to by contacting the Plant Manager:
  - Guelph location: (519) 763-7000 ext. 231 or [djs@walinga.com](mailto:djs@walinga.com)
  - Fergus Location: (519) 787-8227 ext. 108 or [tcd@walinga.com](mailto:tcd@walinga.com)Feedback will be received verbally or via email. All reports will be shared with the EH&S Co-ordinator and the JHSC where beneficial to making changes.

**Communication & Training:**

All employees and volunteers will be trained on this Accessibility Program.

This Accessibility Program is communicated as follows:

- Company Health & Safety Manual.
- Memos and/or Toolbox Talk – Employee Training.
- Company Website.

This Accessibility Program will provide training that will include how to interact and communicate with persons in a manner that takes into account their disability.

This policy will be made available upon request in a timely manner and in a format that takes into account the person's disability.

Records of all the above training/review are kept by the EH&S Coordinator and include the signatures of all who have received training.

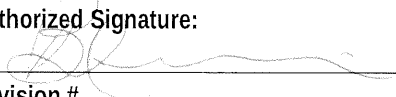
**Evaluation:**

Our Accessibility Standards for Customer Service is reviewed by the JHSC every 5 years or when there is feedback, new legislation or accommodations to be made. Any changes needed are made at that time.

**Reference Material's:**

Ontario Regulation 429/07  
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
O. Reg. 191/11 Integrated Accessibility Standards

<b>Rvsn #</b>	<b>Summary</b>	<b>Initiation</b>
1	Update Policy as per changes/updates made to legislation.	AL (June 2016)

Prepared By: EH&S Co-ordinator	<b>Approved By: Butch Medemblik</b> <i>Managing Director, Manufacturing</i>	<b>Authorized Signature:</b> 
<b>Original: December 20, 2012</b>	<b>Revision Date: June 15, 2016</b>	<b>Revision #</b>