



January 2020

# AODA Policy

Accessibility for Ontarians with Disabilities Act, 2005

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, *Accessibility Standard for Customer Service*, *Patene Building Supplies Ltd.* is committed to providing goods or services to all of our customers. We are dedicated to providing goods or services that can be accessed in an equitable manner, as all of our customers are valued. Furthermore, no customer should expect to have to make any additional effort in accessing our goods or services or use an alternate process in which the goods or services can be accessed. In instances where *Patene Building Supplies Ltd.* has had to make any amendments to the process of accessing our goods or services we have ensured that our customers have been made aware of the reasons for the change and their options.

Communication is an integral part of our customer service commitment, therefore, *Patene Building Supplies Ltd.*, is dedicated to making reasonable efforts to take into account our customers disabilities when communicating with them. *Patene Building Supplies Ltd.* clearly understands that communication styles vary and not all persons with the same disability use the same communication modalities. Therefore, *Patene Building Supplies Ltd.* has made every effort to ensure that our employees take this into consideration and when not sure to always ask our customers how to best communicate with them. Furthermore, *Patene Building Supplies Ltd.* has committed to training our employees on the various communications styles and how best to interact with all of our customers with all types of disabilities.

This includes but is not limited to the following:

1. Communicating with customers in person.
2. Communicating with customers over the telephone and with those customers who may use Bell Relay Services.
3. Communication through e-mail or electronic means.

*Patene Building Supplies Ltd.* has made the necessary changes to ensure that our customers are aware that they may communicate with us in any modality that is deemed reasonable when accessing our goods or services.

*Patene Building Supplies* is committed to providing goods and services to customers who may use assistive devices. Furthermore, we have ensured in our training that employees receive that they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our goods or services.

In accordance with *section 4.0 of O. Reg 429/07*, *Patene Building Supplies Ltd.* is committed to ensuring that all customers who are accompanied by service animals, guide dogs or support persons are able to access all parts of our premises that are open to the public and third parties.

As *Patene Building Supplies Ltd.*'s commitment to excellent and accessible customer service, we have ensured that we will provide accessible notice in case of a planned or unexpected disruption to any of our facilities or services that are accessed by our customers. In accordance with *section 5.0 of O. Reg. 429/07*, the notice will include the reason for the disruption, its anticipated duration and a description of the alternative facilities or services that may be available. *Patene Building Supplies Ltd.* has ensured that this information will be made available in a number of locations to ensure it is accessible to our customers by posting on all entrances at our locations.

To make certain that our provision of goods or services are accessible, *Patene Building Supplies Ltd.* provides training to all employees and others who deal with the public or third parties and these responsible in our organization for the development of our customer service policies, practice and procedures. In accordance with *section 6 of O. Reg 429/07*, the training will include the following information:

1. A review of the *Accessibility for Ontarians with Disabilities Act, 2005* and the *O. Reg 429/07*
2. How to interact and communicate with persons with various types of disabilities.
3. How to interact and communicate with persons with disabilities who use assistive devices, are accompanied by support persons, service animals or guide dog.
4. How to use assistive devices or equipment if available on *Patene Building Supplies Ltd.* premises.
5. Cross disability training, to ensure everyone has awareness and knowledge of how to assist a customer if they are having difficulty accessing our goods or services.

*Patene Building Supplies Ltd.* understands that training is a key component of understanding how to provide excellent and accessible customer service. Therefore, *Patene Building Supplies Ltd.* requires all new employees or others who work on behalf of our organization to complete training within 30 (thirty) business days commencing their employment. Furthermore, that *Patene Building Supplies Ltd.* will provide ongoing training in relation to any changes of our policies, practices or procedures that govern the provision of goods or services.

As part of our commitment to provide excellent accessible customer service, *Patene Building Supplies Ltd.* welcomes the opportunity to receive and to be able to respond to all of our customers' feedback. In order to ensure the process is accessible, *Patene Building Supplies Ltd.* will accept feedback in the following methods:

1. By telephone. This includes the use of a Bell Relay Service.
2. By email.
3. In person.
4. Using our feedback forms.
5. In writing.

*Patene Building Supplies Ltd.* is committed to responding to any complaints within 7 (seven) business days, in writing.

This policy is designed to inform our customers that *Patene Building Supplies Ltd.* is dedicated to adhering to the requirements of the *AODA, 2005 O. Reg. 429/07* and is personally committed to providing accessible goods or services to our customers. This policy will be made available in an alternative format upon request and will be provided within a reasonable timeframe once requested. All questions about this policy and requests for alternative formats should be directed to head office Human Resources department via email at [hr@patene.com](mailto:hr@patene.com) or by telephone to 519-822-1890.