



ACCESSIBILITY STANDARDS for CUSTOMER SERVICE POLICY

An Integrated Accessibility Standard

COMMITMENT:

The RESTORERS Group Inc. will endeavor to ensure that this Accessibility and Service Policy along with related Safe Work Practices and Workplace Procedures are consistent with four (4) core principles:

- **Dignity:** service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- **Equality of Opportunity:** service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given others.
- **Integration:** service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- **Independence:** when a person can do things on their own without unnecessary help or interference from others.

All communication with a person that has a disability shall be done so in a manner that considers the person's disability.

POLICY:

It is The RESTORERS Group Inc. (TRG) purpose to maintain a professional work environment that is safe, where everyone is treated with courtesy and their need for accommodation respected at all company facilities and workplaces across Canada.

TRG is a national company and supports the full inclusion, across Canada, of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario and other Provincial Human Rights Codes, Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

TRG does not provide any services at the head office, branch offices, warehouse facilities and temporary construction workplaces through direct interaction with the public. Persons without authorization will be denied access to The RESTORERS Group Inc. facilities.



Authorized persons to visit TRG facilities that may have a disability include employees, subcontractor personnel, vendors, suppliers, consultants, and client personnel

TRG will aid and protect members of the public that may meet active operations at temporary construction workplaces.

If an authorized person with a disability is accompanied by a service animal or guide person then all are permitted to enter the premises unless the service animal is excluded by Law.

PROCEDURES:

At Temporary Construction Workplaces and Permanent Office / Warehouse Facilities

COMMUNICATION through Notification and SOLUTIONS to Temporary Disruptions

Construction workplace Supervisors shall post the rules of entry, place proper protection, barriers and warning signs to advise of the amplified hazards and risks associated with persons with a disability entering and working at the workplace.

The Health and Safety Posting board, located at all temporary workplaces and permanent facilities contain the Emergency Response Plans and evacuation procedures.

Members of the general public are not authorized to enter a temporary construction workplace, however, may be adversely affected by the temporary workplace.

Construction workplace supervisors shall put in place posted notice of temporary measures to compensate for disruption or inconvenience caused to the members of the general public with disabilities i.e. temporary wheel chair access or signs directing alternative pathways etc.

PROTECTION of members of the public to include those with disabilities

Any person employed or contracted by The RESTORERS Group Inc. at the temporary construction workplace, who is directly approached by members of the public with or without a disability, shall (with courtesy and understanding) properly direct and provide assistance for (as required), the person to a safe location which avoids the hazards and risks associated with the workplace.

Regarding members of the public with a disability, the TRG employee shall consider the person's disability when engaging with the individual as presented in the mandatory employee training program. (*Refer to the Employee Training Program Policy*)



All persons (with or without a disability) that are authorized to be at a temporary workplace and/or permanent office/warehouse facilities shall comply with the Provincial Occupational Health and Safety Act, Regulations and Codes and The Restorers Group Inc. Rules of Conduct.

All visitors at the temporary construction workplace shall comply with The RESTORERS Group Inc. 'Visitor Rules'

Every effort shall be made to accommodate the authorized person that has a disability, in the use of personal assistive devices, service animals and accompanying support persons without violating the Provincial Health and Safety Laws and Rules. (*Refer to the Accommodation Policy*)

DIRECT INTERACTION with all authorized persons with disabilities:

The following protocol shall be used by TRG employees and subcontractor personnel:

- a) Meeting space shall be easily accessible to accommodate the use of assistive devices, support persons and service animals
- b) Offer to read printed material out loud to persons with a vision disability
- c) Meeting space shall be as quiet as possible for persons with hearing disabilities to reduce background noise
- d) Allow persons with speech impairments to finish speaking without interruption
- e) Avoid touching or addressing a service animal
- f) Address the person's service needs by referring to a 'person with a disability' and not '*a disabled person*'

FEEDBACK

Feedback is welcomed which can be sent to info@restorersgroup.com using the form located on the website www.restorersgroup.com or

by contacting the head office toll free telephone number 1.888.770-1323


EMPLOYEE COMMUNICATION / TRAINING:

This policy will be communicated, and training provided to all employees via:

1. New Employee Orientation
2. Supervisor Meetings
3. Annual General Meeting
4. Safety Board Posting
5. Health & Safety Talks
6. Web site Posting



- 7. Re-certification Training Sessions
- 8. Online AODA Training Program

Title: Accessibility Standards and Customer Service Policy	Date of Issue: November 18, 2011
Approved By: Director – Dale Parmentier 	Review/Revise Date: January 5, 2024