



HEAD OFFICE: 71301 LONDON ROAD, EXETER, ON N0M 1S3  
WWW.DELTAPOWER.CA WWW.DELTAUSED.CA

<b>Title: Accessibility Policy (AODA)</b>	<b>Date of Issue: December 8, 2023</b>
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## **Intent**

Delta Power Equipment is committed to providing accessible customer service in accordance with the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. This policy sets out the standards for the provision of goods, services, and facilities to the public.

## **Statement of Commitment**

Delta Power Equipment is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities and we are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Dignity – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Independence – a person with a disability can do things on their own without unnecessary help or interference from others.

Integration – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.

Equal opportunity – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

Upon request, the company provides a person with a disability with a copy of this policy, or the information contained within it, in a format that meets their accessibility needs. Requests should be directed to the Human Resource Department.

## **Communication**

Delta Power Equipment will communicate with people with disabilities in ways that take into account their disability. Delta Power Equipment will provide or will arrange for the provision of accessible formats and communication support for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to their disability. Delta Power Equipment will consult with the person

making the request in determining the suitability of an accessible format or communication support.

### **Assistive Devices**

Persons with disabilities may use their own assistive as required when accessing goods or services from Delta Power Equipment.

### **Guide Dogs and Service Animals**

A customer with a disability who is accompanied by a guide dog or other service animal is welcome to access premises that are open to the public and keep the animal with them.

### **Support Persons**

If a customer with a disability is accompanied by a support person, Delta Power Equipment will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

### **Notice of Temporary Disruptions**

When temporary disruptions occur to the facilities or services provided by Delta Power Equipment, a reasonable effort will be made to provide notice of disruption to employees and the public. This clearly posted notice will include information about the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

### **Training**

Delta Power Equipment provides training as required by the Accessibility for Ontarians with Disabilities Act, 2005, including:

- Ontario Human Rights Code
- Customer Service Standards Training

Revised training is provided in the event of changes to legislation, procedures, policies, or practices.

The company keeps a record of training that includes the dates training was provided and the number of employees who attended the training. Where required, retraining is provided to ensure compliance with the company's policies and procedures.

### **Information & Communication**

Documents related to accessible customer service are available on our website or by contacting the Human Resources Department.

Delta Power Equipment complies with internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's Accessibility Laws.

### **Employment Standard**

#### Recruitment

- Delta Power Equipment will notify employees, job applicants and the public that accommodation can be made during recruitment and hiring.
- We inform applicants selected to participate in the recruitment process that accommodations

are available, upon request, in relation to materials and processed to be used.

- Upon request, Delta Power Equipment will consult with the applicants and provide or arrange for suitable accommodation.
- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

#### Employee Supports

- Inform new hires of Delta Power's policies to support employees with disabilities and keep employees up to date on changes to these policies.
- Upon request from an employee with a disability, provide suitable accessible formats and communication supports for: information needed by the employee to perform their job, and information that is generally available to employees.

#### **Customer Feedback**

Delta Power Equipment welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Delta Power will ensure our feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports, upon request.

For feedback please contact: The Human Resources Department.

By Mail: 71301 London Road, Exeter, ON N0M 1S3  
By Phone: 519-235-2121  
By Email: [hr@deltapower.ca](mailto:hr@deltapower.ca)