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Accessibility for Ontarians with Disabilities Policy, Procedures and Practices

Letourneau Heritage Consulting Inc.'s Commitment

Letourneau Heritage Consulting Inc. (LHC) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. LHC understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. LHC is committed to complying with both the Ontario Human Rights Code and the AODA. LHC is also committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

In the event where an employee is aware of a situation which could or likely require special attention they are required to inform LHC management.

Providing Goods and Services to People with Disabilities

LHC is committed to excellence in serving all members of the public including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by the public with disabilities while accessing our goods, services or facilities. People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train our staff who communicate with the public on how to interact and communicate with people with various types of disabilities. We will work with the person with a disability to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. In the rare situation where there could be a serious impact on another person's health and safety by the presence of a service animal, we will fully analyse all options for safely allowing the service animal. We will ensure our staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them.

Training for Staff

LHC will ensure that all employees and volunteers receive appropriate training. We will also ensure that any contractor or sub-contractor acting on LHC's behalf has received the appropriate training and provided us with the appropriate supporting documentation. Training will be provided to all new employees soon after they are hired. LHC will ensure that all employees complete the required training and will keep detailed records of the training.

Training will include:

- Purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- LHC's policies related to the customer service standard
- How to interact and communicate with people with 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 a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include:
 - What to do if a person with a disability is having difficulty in accessing LHC's goods, services or facilities
 - Staff will also be trained when changes are made to our accessible customer service policies.

Feedback Process

LHC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. LHC is committed to diligently investigating complaints and providing a response within a reasonable period of time, depending upon the complexity of the underlying complaint. LHC is also committed to providing a written response to all complaints received in this matter. Moreover, LHC will maintain a log of all feedback and complaints received and the action taken. All responses will be reviewed and signed by a Principal of LHC.

Format and Availability of Documents

LHC's AODA policy is posted on the company server and is readily available upon request. It can also be found on LHC's external website. If a person with a disability cannot access the information, reasonable arrangements will be made to communicate the information outlined in this policy taking into account the nature of the disability.

Modifications to this and Other Practices

We are committed to developing customer service practices that respect and promote the dignity and independence of people with disabilities. Any policies of LHC that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed. No changes will be made to this practice before considering the impact on people with disabilities.