

Accessibility Policy

D.H. Jutzi Limited is committed to excellence in serving all customers, including people with disabilities. All goods and services provided by D.H. Jutzi Limited shall follow the principles of dignity, independence, integration and equal opportunity. This document highlights key elements of our complete policy in this regard, which is available upon request and in a format that takes into account the customer's disability.

The Provision of Goods and Services to Persons with Disabilities

D.H. Jutzi Limited will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Assistive Devices

Persons with disabilities may use their own assistive devices where the public allowed, as required when accessing goods or services provided by D.H. Jutzi Limited. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Service Animals

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

A. Recognizing a Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, D.H. Jutzi Limited may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.



B. Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, D.H. Jutzi Limited will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a customer with a disability is accompanied by a support person, D.H. Jutzi Limited will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of D.H. Jutzi Limited. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use D.H. Jutzi Limited 's goods or services, reasonable efforts will be made to provide notice promptly.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

When disruptions occur D.H. Jutzi Limited will provide notice by posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the D.H. Jutzi Limited website.

Information and Communication

D.H. Jutzi Limited is committed to ensuring that our information, policies, programs and practices are available in formats that take into account the individual's disability. Individuals that require information in an alternative format, such as enlarged text or verbal, should contact the Human Resources Manager at humanresources@jutzi.com or use the alternative contacts listed below under feedback process.



Training

Training will be provided to all employees, volunteers and others who deal with the public or other third parties that act on behalf of D.H. Jutzi Limited; and, those who are involved in the development and approval of customer service policies, practices and procedures. D.H. Jutzi Limited will provide training within 3 months being hired. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Hiring

D.H. Jutzi Limited provides accommodation for job applicants who have disabilities. Accommodations are available, upon request, for the interview process and other candidate selection methods. D.H. Jutzi Limited will notify the successful applicant of their policies and supports for accommodating people with disabilities.

Feedback Process

D.H. Jutzi Limited shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities.

Customers can submit feedback through:

Phone : 519-271-9831
Fax:519-271-1246
Mail: 279 Lorne Ave East, Stratford, ON N5A 6T1
E-mail: humanresources@jutzi.com
Website: www.jutzi.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to member of D.H. Jutzi Limited management.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.