

6.55 Accessibility for Ontarians with Disabilities Act Policy

Statement of Commitment

Jutzi Water Technologies is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity for all including persons with disabilities.

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating a fully accessible Ontario by 2025. This policy is intended to meet the requirements of the Customer Service Standard and the Integrated Accessibility Standards Regulation (IASR) which are both part of the AODA Act.

Scope

This policy applies to all Jutzi Water Technologies employees, customers and visitors.

Policy

Jutzi Water Technologies is committed to excellence in serving all customers including persons with disabilities and will adhere to our responsibilities in the following area:

I. Assistive Devices

Jutzi Water welcomes persons using assisted devices. Exceptions may occur in circumstances where it is determined that the assistive device may present a safety risk to the operator or to others. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.

II. Communication

Jutzi Water will communicate with persons with disabilities in ways that take into account their disability. Jutzi Water commits to providing training on customer service to all current and future employees.

III. Service Animals

Jutzi Water will welcome persons with disabilities and their service animals that are allowable by law on parts of our premises that are open to the public. Documentation may be required if it is not an authorized service animal regulated by a health professional.

IV. Support Persons

Jutzi Water welcomes persons with a disability to be accompanied by a support person when on premises open to public; if a support person is necessary to protect the health and safety of the person with a disability, or the health or safety of others on the premises. We will consult with the person with a disability to understand their needs.

V. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Jutzi Water will take reasonable steps to notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption and/or Jutzi Water Technologies website.

VI. Employment

Jutzi Water will notify its employees and the public about the availability of accommodation for applicants with disabilities during its recruitment processes.

Job postings will include this statement, “We are committed to compliance with all applicable legislation. Please advise us at any point during the recruitment and selection process if you require accommodation”.

VII. Accessibility Plan

Jutzi Water will maintain and document a Multi-Year Accessibility Plan outlining the Company’s strategy to identify, remove and prevent barriers and increase accessibility for persons with disability, in accordance with the AODA.

VIII. Training

Jutzi Water will provide training to all employees and in particular employees who deal with the public or other third parties on our behalf. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements for the Customer Service Standard
- Jutzi Water Technologies AODA Policy and any changes as such
- How to interact with persons with various types of disabilities
- How to interact with persons with disabilities who use an assistive device
- How to interact with persons with disabilities who use the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing our organization’s goods or services

IX. Modifications to This or Other Policies:

Any policy of Jutzi Water Technologies that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

X. Feedback Process

Customers who wish to provide feedback on the way we provide goods and services to persons with disabilities can provide feedback via

- email: hr@Jutzi.com
- phone: (519) 814-9283
- mail to address: Jutzi Water Technologies
525 Wright Blvd.
Stratford, ON N4Z 1H3

All feedback, including complaints, is directed to Human Resources for follow-up.