



## Accessibility Policy

### **Statement of Organizational Commitment under the Accessibility for Ontarians with Disabilities Act, 2005.**

Arlen Tool Group, and each of their facilities is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario's accessibility laws.

Arlen Tool Group is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Arlen Tool Group 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.

Arlen Tool Group is committed to excellence in serving and providing goods, services or facilities to 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.

### **Training**

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

We ensure our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will work with the person with disabilities to determine what method of communication works for them.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation 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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services, or facilities

### **Support Persons**

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

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, a fee/fare will not be charged for support persons.

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Arlen Tool Group will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Interruption to physical interactions: Virtual collaboration using technology
- Interruption to energy: Generated energy back-up
- Interruption of safeguard: Machine lockout

The notice will be made publicly available in the following ways:

- Employee notice posting for interruptions affecting employees.
- Through email/telephone notification to interruptions affecting visitors.

### **Feedback Process**

The Arlen Tool Group welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- In Person: to a member of the Arlen Tool Group management team/your host or the HR Department.
- Via email: [HR@arlentool.com](mailto:HR@arlentool.com)
- In writing: HR Manager, 3230 Moynahan St., Oldcastle, ON N0R 1L0

All feedback, including complaints, will be directed to the President. Customers can expect to hear back within fourteen (14) days.

The Arlen Tool Group ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of Availability of Documents**

Arlen Tool Group notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the lobby and on company communication boards.

Arlen Tool Group will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Information and Communications**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports by making this statement of commitment and policy available on our corporate website.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation where required.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

**Design of Public Spaces**

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

- Washrooms
- Lunchroom
- Meeting rooms
- Accessible off-street parking

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

**Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.



## **AODA – Integrated Accessibility Standards Regulation (IASR) Customer Service Policy**

### **The Provision of Goods and Services to Persons with Disabilities**

Arlen Tool Group 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; and
- 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 health and safety risk; and
- 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; and
- Considering individual accommodation needs when providing goods and services; and
- Communicating in a manner that considers the customer’s disability.

### **The Use of Assistive Devices**

#### Customer’s Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business.

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

A customer with a disability who is accompanied by a guide dog or service animal 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 or service animals.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person’s disability or purpose of the animal.

### Food Service Areas

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are only permitted into areas where food is served, sold, or offered for sale due to the *Health Protection and Promotion Act*, Ontario Regulation 493/17.

### Exclusion Guidelines

If a customer's guide dog or service animal is excluded by law (see applicable laws below), Arlen Tool Group will offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, the company might accommodate a customer's disability by securing the animal in a safe location and offering the assistance of an employee to facilitate the delivery of goods and services.

### Applicable Laws

***Food Safety and Quality Act, 2001, Ontario Regulation 31/05:*** *Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. An exception is made for service dogs to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling, or storing of animals or parts of animals.*

***Dog Owners' Liability Act, 2005:*** *If there is a conflict between a provision of this legislation or of a regulation under this or any other act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. Staff will respectfully explain that the service animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the service outside the public area.*

### Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Arlen Tool Group may request verification from the customer.

### Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

### Allergies and Other Health and Safety Concerns

If a health and safety concern present itself, for example, in the form of a severe allergy to the animal, Arlen Tool Group will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the *Human Rights Code* and the *Occupational Health and Safety Act*, each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

Due diligence needs to be paid to address health and safety requirements. For example, if a person's health and safety could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyse all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive service, or using air purifiers and other measures that could allow the person to use their service animal on the premises.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

### **The Use of Support Persons**

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

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

### Admission Fees

Where the company requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, the company will not charge the support person any fees or fares.

### **Notice of Disruptions in Service**

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Arlen Tool Group. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If 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; or
- Reason for the disruption; or
- Anticipated duration; and
- A description of alternative services or options.

### Notification Options

When disruptions occur, Arlen Tool Group 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, or on the company website; or
- Contacting customers with appointments; or
- Verbally notifying customers when they make a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.



## **Customer Feedback**

Arlen Tool Group shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers upon entry to the facility and online. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or email), will be accepted.

### Submitting Feedback

Customers can submit feedback to:

Human Resources Manager

3230 Moynahan St., Oldcastle, NOR 1L0

Phone: 519-737-9966 x4090

Email: HR@arlen.com

Customers who wish to provide feedback by completing an onsite customer feedback form or can verbally do so to Human Resources Manager of Arlen Tool Group.

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

## **Training**

Training will be provided to:

- Every employee of or a volunteer with Arlen Tool Group; and
- Every person who participates in developing the policies of Arlen Tool Group; and
- Every other person who provides goods, services, or facilities on behalf of Arlen Tool Group.

### Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*; and
- A review of the requirements of the customer service standards; and
- Instructions on how to interact and communicate with people with various types of disabilities; and
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices; or
  - Require the assistance of a guide dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees)
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities; and
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

### Training Schedule

Arlen Tool Group will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents, and contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

### Record of Training

Arlen Tool Group will keep a record of training that includes the dates training was provided and

the number of employees who attended the training.

**Notice of Availability and Format of Documents to Customers**

Arlen Tool Group shall notify customers that the documents related to the customer service standards are available upon request and in a format that considers the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Arlen Tool Group, on the website of Arlen Tool Group, and any other reasonable method.

**Administration**

If you have any questions or concerns about this policy or its related procedures, please contact:

Human Resources Manager

Mail: 3230 Moynahan St., Oldcastle, NOR 1L0

Phone: 519-737-9966 ext. 4090

Email: HR@arlentool.com

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.

**Multi-Year Accessibility Plan**  
**Integrated Accessibility Standards Regulation**

Revised: 12/29/2023

**PART I - General Requirements**

IASR Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policy	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the Regulation	AODA policy was created and approved		
4	Accessibility Plans	4.(1) Large organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every 5 years.	AODA Multi-year Accessibility Plan was created.  ATG is committed to reviewing the Multi-Year Accessibility Plan at least every 5 years.  Accessibility Policies and Plans will be posted on the company website.		
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	ATG will ensure all new hires are trained on the AODA Policies and Plans during the orientation/onboarding process.  All current employees will be required to be trained on the AODA policies and plan.		
		7.(3) Every person referred to in subsection (1) shall be trained as soon as possible.	Training to take place during orientation/onboarding process.	Ongoing	

**PART II - Information and Communication Standards**

Section	Initiative	Description	Action	Status	Compliance
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.	Implemented a Customer Service Feedback Form that is posted on our website. Feedback can be received via phone, email or mail.	In process	
12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost this is no more than the regular cost charged to other persons.	Review of policies and training methods to ensure they comply with AODA legislation. ATG is committed to addressing the requests in a timely manner and at no more cost than the regular charge to other persons.	Complete	19-Dec-2023
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	As noted in our policies, persons making the request will be consulted in determining suitability of the accommodation.	In process	
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	To ensure the public is aware that ATG will make available accessible formats and communication supports.	In process	
14	Accessible Website & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Accessibility app has been installed on ATG website to meet the ECAG 2.0 Level AA standard.	Complete	19-Dec-2023

**PART III - Employment Standard**

Section	Initiative	Description	Action	Status	Compliance
22	Recruitment - General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	All internal and external job postings will include information of the availability of accommodation for applicants with disabilities during the recruitment process.	Complete	19-Dec-2023

23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or process to be used.	The HR Department will ensure that all internal/external applicants are aware that accommodations for disabilities will be provided throughout the recruitment process. ATG will work closely with the applicant to ensure all accommodations are met.	Complete	19-Dec-2023
23		23.(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	ATG will work to identify any barriers in the recruitment process and make any necessary changes.	Complete	19-Dec-2023
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	A note will be added to all offers of employment stating the company will make accommodations for persons with disabilities, upon request.	Complete	19-Dec-2023
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	During the orientation/onboarding process, the applicant will be trained on our AODA.	Complete	19-Dec-2023
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	AODA policy will be reviewed during orientation and will be included in the company handbook	In process	
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	When there is a change to existing policies or procedures related to job accommodation, ATG will communicate with its employees accordingly.	In process	
26	Accessible Formats & Communication Supports for Employees	26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communications supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	ATG will review all job descriptions and any applicable tools or resources the employee requires for the job and make the necessary accommodations. Note: ATG does not currently have any employees who have requested accommodations for a permanent disability.	Complete	19-Dec-2023
26		26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	ATG is committed to working with the employee making the request for accommodation and their supervisor to determine suitability of accessible formats or communication supports.	Complete	19-Dec-2023
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	ATG will review requirements at each facility providing individualized plans, if required. Note: ATG does not currently have any employees with an Individualized workplace emergency response plan.	Complete	19-Dec-2023
27		27.(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	Emergency response information will be provided to the designated person who will be assisting, when applicable.	Complete	19-Dec-2023
27		27.(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	ATG is committed to providing all information once aware.	Complete	19-Dec-2023
27		27.(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	HR, Supervisor and H&S worker representative will hold a meeting to discuss any accommodations with a letter to be signed and placed in their file. Note: ATG does not currently have any employees with an Individualized workplace emergency response plan.	Complete	19-Dec-2023

28	Documented Individual Accommodation Plans	28.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	ATG has a written procedure for the development of documented individual accommodation plans with disabilities.	Complete	
28		28.(2) The process for the development of documented individual accommodation plans shall include the following elements: (a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. (b) The means by which the employee is assessed on an individual basis. (c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. (d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. (e) The steps taken to protect the privacy of the employees personal information. (f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. (g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. (h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	ATG has a documented policy regarding the early and safe return to work of its employees.  ATG will review annually the early and safe return to work program for areas of improvement to encompass accommodation plans for people with permanent disabilities.	Complete/ Ongoing	
29	Return to Work Process	29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	ATG has developed an early and safe return to work policy.	Complete	20-Dec-2023
29		29.(2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.	ATG has developed an early and safe return to work policy and individual accommodation plan policy/forms.	Complete	20-Dec-2023
30	Performance Management	30.(1) An employer that uses performance management in respect to its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Review current performance management system while taking into account individual accommodations when discussing employees. Note: ATG does not currently have any employees with an Individualized accommodation plan.	Complete	19-Dec-2023
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	All internal job position moves will take into account the individual accommodation plans, where applicable. Note: ATG does not currently have any employees with an Individualized accommodation plan.	Complete	19-Dec-2023
<b>PART IV - Design of Public Spaces</b>					
<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
80	Design of Public Spaces	80.(2)(1) Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. O. Reg. 413/12, s.6 O. Reg 191/11, s. 80.16-80.17, 80.21-80.44	Arlen Tool Group will ensure that accessibility considerations are kept in mind when redeveloping existing public spaces, or when constructing new public spaces	Ongoing	



## AODA Customer Service Standards Customer Feedback Form

At the Arlen Tool Group, we value all of our customers and strive to meet everyone's needs.

Please let us know the name of the facility you visited and the date of the visit.

**Facility:** \_\_\_\_\_ **Date of Visit:** \_\_\_\_\_

1. Were you satisfied with the customer service we provided you?  
Yes                      No                      Somewhat

Comments:

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2. Was our customer service provided to you in an accessible manner?  
Yes                      No                      Somewhat

Comments:

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3. Did you experience any problems accessing our goods or services?  
Yes                      No                      Somewhat

4. Comments:

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**Name:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Thank you for taking the time to complete this survey.