

Accessible Customer Service Policy

Providing goods, services or facilities to people with disabilities

Martino Contractors Ltd. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Martino Contractors Ltd. 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.

Martino Contractors Ltd. is committed to complying with both the Ontario Human Rights Code and the AODA.

Martino Contractors Ltd. is 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.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. Assistive devices may include but are not limited to canes, crutches, walkers, wheelchairs, scooters, oxygen tanks, screen readers, listening devices, speech amplification devices, magnification devices, note-taking devices, and communication boards.

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.

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

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Telephone services

We are committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in a clear and plain language and to speak clearly and slowly. We will offer to communicate with customers via a relay Service. In the event that a customer is restricted from communicating by telephone, we will offer to communicate by email.

Service Agreements and Billing

We are committed to providing accessible service agreement documents and invoices to all our customers. These documents will be provided in hard copy or by email. We will answer any questions customers may have about the content of these documents in person, by telephone or by email or mail.

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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. Service animals are allowed on the parts of our premises that are open to the public.

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 on our premises. A fee/fare will not be charged for support persons.

We will notify customers of this by posting a notice on our website.

In certain cases, Martino Contractors Ltd. 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, Martino Contractors Ltd. 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

If Martino Contractors Ltd. determines that a support person is required, we will waive the fee or fare, if applicable, for the support person.

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Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Martino Contractors Ltd. 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.

Types of Service Disruptions

Temporary service disruptions may result due to many different situations. The following is a list of some common circumstances that may result in a service disruption. This list is not exhaustive:

- Washroom Closure
- Power Failure

The notice will be provided by a variety of methods, depending on the circumstances, and may include postings outside the main entrance to our premises, on our website, or by telephone.

Training

Martino Contractors Ltd. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 10 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Martino Contractors Ltd.'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
- what to do if a person with a disability is having difficulty in accessing Martino Contractors Ltd.'s goods, services or facilities
- Staff will also be trained when changes are made to our accessible customer service policies.

Martino Contractors Ltd. will keep a log of the training it provides, including who was trained, on what and when.

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Feedback Process

Martino Contractors Ltd. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Martino Contractors Ltd. provides goods and services to people with disabilities can be made via telephone, in-person, email at info@martinohvac.com or by completing Martino Contractors Ltd.'s Accessibilities Feedback form.

All feedback will be directed to the respective Manager. Customers can expect to hear back within 7 business days of receipt of feedback. Complaints will be addressed according to Martino Contractors Ltd.'s regular complaint management procedures.

Martino Contractors Ltd. will make its feedback process accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request and to the extent practicable.

Notice of Availability of Documents

Martino Contractors Ltd. will notify the public that documents related to accessible customer service, are available upon request by posting a notice on its website.

Martino Contractors Ltd. will provide this document in an accessible format or with communication support, on request and to the extent practicable. 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.

Modifications to this or other policies

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