

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

The Company treats all individuals in a way that allows them to maintain their dignity and independence.

The Company will strive to provide support for and facilitate the accommodation of individuals with disabilities by working to eliminate or minimise the adverse effects of physical, environmental, and technical or technological barriers that may prevent or limit their participation in the workplace, or in their access to the Company's services.

The Company will also work to eliminate barriers to communication with individuals with disabilities, and will promote, policies and attitudes of inclusion so as to allow, encourage, and promote the full participation of disabled individuals in the Company and with the projects with which it is involved.

This policy applies to all staff in their dealings with their fellow employees and with the public.

Employees requiring accommodation because of a disability should advise a member of management of the need for accommodation and, if necessary, the requirements of the accommodation required as described by a healthcare provider.

## COMMUNICATION

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

## 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.

## TRAINING

Valcoustics will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All staff will be required to complete the training provided by the Ontario Ministry of Community and Social Services at <http://www.mcsc.gov.on.ca/en/serve-ability/index.aspx>. This training includes:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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.

If there are any questions or concerns on the best way to deal with any specific situation with persons with a disability, please discuss with Management.

Staff will also be trained when changes are made to your accessible customer service plan.

## **FEEDBACK PROCESS**

Clients who wish to provide feedback on the way Valcoustics provides goods and services to people with disabilities can e-mail [solutions@valcoustics.com](mailto:solutions@valcoustics.com). All feedback, including complaints, will be handled by Michael Lightstone.

Clients can expect to hear back in 5 business days.

## **NOTICE OF AVAILABILITY**

Valcoustics will notify the public (via our website) that our accessibility policies are available upon request.

## **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of Valcoustics that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Michael Lightstone, COO, Business Development

October 29, 2020

Date