



1625 Feldspar Court, Pickering, ON L1W 3R7

Division of 242408 Steel Fabrication Ltd.

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## Accessibility Training Policy

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### Introduction

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This document outlines the Accessibility Training Policy for D&R Custom Steel, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). The policy aims to ensure that all employees, policy developers, and other individuals providing goods, services, or facilities on behalf of the organization are equipped with the knowledge and skills necessary to meet the accessibility needs of persons with disabilities.

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### Target Audience for Training

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The training will be provided to the following individuals:

1. All employees, whether full-time, part-time, or contract associated with the organization.
2. Individuals participating in the development of the organization's policies.
3. All other persons who provide goods, services, or facilities on behalf of the organization.

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### Training Delivery

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The training will be provided as soon as practicable and will be ongoing whenever there are policy changes. The training will be appropriate to the duties of the employees and other persons involved.

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### Training Content

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The training will include a comprehensive review of the following:

- Purposes of the Accessibility for Ontarians with Disabilities Act (AODA).
- Requirements of the Customer Service Standards.
- Interaction and communication techniques with persons with various types of disabilities.
- Guidelines for interacting with persons with disabilities who use assistive devices, guide dogs, service animals, or support persons.
- Proper use of equipment or devices available on the organization's premises to assist persons with disabilities.



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- Protocols to follow if a person with a particular type of disability is having difficulty accessing the organization's goods, services, or facilities.

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## Documentation

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Document(s) will be maintained to evidence that the training content includes the review specified above. These documents will be available for inspection upon request.

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## Training Policy Summary

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The training policy summary will include the following:

- An overview of the training content.
- Details regarding when training will be provided, emphasizing ongoing training for policy changes.
- A commitment to providing appropriate training aligned with the duties of individuals within the organization.

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## Training Records

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Records of completed training sessions, including participant names, dates, and the topics covered, will be maintained and updated regularly.

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## Review & Revision

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This policy will be reviewed periodically to ensure its continued relevance and effectiveness. Any necessary revisions will be made to meet evolving accessibility standards and organizational needs.

**D&R Custom Steel is committed to fostering an inclusive and accessible environment for all individuals, and this Accessibility Training Policy reflects that commitment.**