

**Accessibility Ontario Disabilities Act (AODA)**

**AODA Policy Manual**

**Customer Service Policies**

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Manual:	AODA Manual – Customer Service	Policy Number:	1
Subject :	Disabilities	Accessibility for Individuals with Policy	
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Canadian Charter of Rights and	
Freedoms		Human Rights Code of Ontario	
	Disabilities Act	Accessibility for Ontarians with	
		2005	
	Regulation	Customer Service Standard, Ontario	
	for Customer	429/07: Accessibility Standards	
Approved by:		Service	President

## Policy Statement

This policy describes how Jetco Mfg. will ensure that all reasonable measures to provide accessible service to individuals with disabilities is enacted at Jetco Mfg. Jetco Mfg. is committed to ensuring all individuals have equal access to the services we provide. We will ensure this is provided by:

- establishing policies, procedures and practices that describe how we serve people with disabilities.
- using reasonable effort to ensure our individual policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity.
- dealing with the use of assistive devices for people with disabilities in our policies.
- communicating with people with disabilities in ways that take into account their disabilities.
- welcoming people accompanied by guide dogs, support person or support people and providing information about access.
- providing clear, complete, timely and prominent notice of temporary disruption of any of our facilities used by people with disabilities to help them access our services.
- providing timely and ongoing training to our staff, distributors and volunteers who deal with individuals, to ensure their understanding of and ability to implement our policies regarding service to people with disabilities.
- implementing and communicating our processes for receiving and responding to feedback and handling complaints about how we provide services to people with disabilities.
- complying with documentation standard, including availability and format of documents.

## **Definitions**

### **Assistive Devices:**

Assistive devices may be devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

### **Barrier**

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, an information or communications barrier, a technological barrier, a policy or practice.

### **Client/Individual/Distributor**

A client / individual / distributor or person is one who inquires about or accesses the services of Jetco Mfg. or visits our site.

### **Dignity**

Treating an individual with a disability as valued and deserving of the same type of service Jetco Mfg. provides to any other individual.

### **Disability**

The definition of “disability” used in the Accessibility for Ontarians with Disabilities Act (AODA) is from the Human Rights Code and means:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

The Guide: Accessibility Standards for Customer Service, Ontario Regulation 429/07 states that: “The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.”

## **Interpretation**

Interpretation means rendering spoken language into another spoken language, or the process of rendering spoken language into visual language, e.g. American Sign Language. Interpretation includes a variety of alternative methods of communication that meet the needs of the person with a disability.

## **Training**

Every person who deals with a member of the public or participates in developing the organization’s policies, procedures, and practices governing the provision of services to the public, including organization, will receive training and orientation to the AODA, policies, procedures, and practices governing the provision of goods and services to persons with disabilities. This training will be provided as soon as practicable after he or she is assigned the applicable duties. The training will also be provided on an ongoing basis in connection with any changes to policies, procedures, and practices.

## **Service Animal**

Service Animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are for example are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. An animal is qualified to be a support person if it is readily apparent the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a physician or nurse confirming the person requires the animal for reasons relating to the disability.

## **Guide Dog**

A guide dog is a dog trained as a guide for a blind person. This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Persons’ Rights Act and has been qualified as a guide dog.

## **Support Person**

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs, or access to services. This may be a professional, relative, volunteer or friend.

## **Feedback**

The opportunity for the public to provide feedback on services provided through Jetco Mfg. can be done through the current individual feedback process or by telephone, or in person. Notice of the availability of the feedback document is posted in the organization. They will be provided upon request and communicated with in a manner that takes into account the person's disability.

## **Applicability**

This policy and its sub-policies apply to:

- all people who access our services
- all staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. who provide individual services
- staff, board members if any, volunteers, consultants, and others who are involved in developing policies and procedures regarding the standard
- people who accompany individuals with disabilities who use our services

Manual:	AODA Manual – Customer Service	Policy Number:	2
Subject :	Disabilities	Communicating with People with Policy	
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Accessibility for Ontarians with 2005	
Disabilities Act,		Customer Service Standard, Ontario	
Regulation		429/07: Accessibility Standards Service	
for Customer			
Approved		President	

## Policy Summary

This policy describes how Jetco Mfg. will communicate with people with disabilities.

### Purpose

1. This policy describes how Jetco Mfg. will take into account a range of disabilities.
2. This policy further describes the communication criteria that must be taken into account when communications are developed and distributed.

### Policy Statement

1. Jetco Mfg. strives to communicate effectively with people with disabilities. We will do this by:
  - Taking into account individual disabilities when communicating
  - Educating staff, distributors, volunteers and others about providing effective ways of communicating with people with disabilities
  - Using appropriate language when referring to people with disabilities and taking action when unacceptable terms are used
  - Soliciting feedback about our communications from clients, consumers, experts and others
  - Keeping current with communication technology and standards for people with disabilities.
2. Jetco Mfg. will develop and enforce communication criteria providing a range of options to make all of our communication more accessible to people with disabilities. We will do this by:

- Adapting current best practices whenever possible
- Ensuring there is a quality control process for communications

## **Procedures**

1. When and or where possible, Jetco Mfg. will provide aids that are used to help people with a disability communicate (e.g., text readers, amplifiers, screen magnifiers, and interpretation method and or devices)
2. Staff, consultants and volunteers will communicate with clients over the telephone and in person in clear and plain language.
3. When and or where possible, Jetco Mfg. will offer alternative formats for communication in order to address the needs of people with disabilities (e.g., large print, Braille, etc.).

## **Definitions**

### **Assistive Communications Devices:**

Assistive communications devices can be software or aids that are used to help people with a disability communicate. Examples of assistive communication devices are: text readers, amplifiers, screen magnifiers, captioning and interpretation.

### **Communication:**

Communication is a process of providing, sending, receiving and understanding information. Examples of methods of communications are: spoken, written, graphic, symbolic, electronic and sign language.

### **Disability**

Jetco Mfg. follows, interprets defines the term “disability” as outlined and provided in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### **Formats**

Describes medium used such as CD, electronic or paper.

### **Standard**

Mean the Accessibility Standards for Customer Service.

### **Limitations**

This policy does not cover:

- Communications that are from third-parties which we forward to others
- Communication that are under copyright and cannot be altered by our organization.

## **Applicability**

This policy and its sub-policies apply to:

- all staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. and who communicate with clients, consumers and the public.
- staff, board members if any, volunteers, consultants and others who are involved in developing policies and procedures regarding the standard



Manual:	AODA Manual – Customer Service	Policy Number:	3
Subject :		Guide Dogs and Service Animal Policy	
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Blind Persons Rights Act: Regulation	
58 – Guide		Dogs	
		Health Protection and Promotion Act;	
		Regulation 562	
		Accessibility for Ontarians with	
		2005	
		Customer Service Standard, Ontario	
		429/07: Accessibility Standards	
		Service	
Approved by:		President	

## Policy Summary

This policy describes how Jetco Mfg. will welcome people with disabilities who are accompanied with guide dogs or other service animals.

## Purpose

This policy describes how people with disabilities and their service animals will be treated on Jetco Mfg. premises.

## Policy Statement

Jetco Mfg. is committed to allowing full access to our services and premises to people with disabilities and their service animal wherever possible. We will do this by:

1. Allowing full access to our premises, unless that area of the organization is not open to the public or other third parties or animals are excluded by other laws such as public health.
2. Educating staff, volunteers, distributors, consultants and others dealing with the public about the use of service animals.
3. Providing training to staff, volunteers, consultants, distributors and others dealing with the public on how to interact appropriately with people with disabilities who are accompanied by a support person.
4. Assisting people with disabilities who are accompanied by a support person when they request help with their animal if it is safe and reasonable to do so.
5. Ensuring health regulations concerning service animals are posted in any area where food is prepared and served.
6. Providing other measures to access our services for people with disabilities if their guide

dog or service animal is excluded by law from certain areas of our premises.

## **Definitions**

### **Guide Dog**

This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Person's Rights Act and has been qualified as a guide dog.

### **Premises**

All sites, locations and facilities under the control of Jetco Mfg. will follow and adopt the AODA Policy.

### **Support person**

Service Animals may also be called "assistance animals", "assist animals", "support animals" or "helper animals". An animal is qualified to be a service animal if:

- It is readily apparent the animal is used by the person for reasons relating to his/her disability; or
- The person provides a letter from a medical practitioner confirming the person requires the animal for reasons relating to the disability.

### **Limitations**

This policy does not cover:

1. Jetco Mfg. events held off premises over which Jetco Mfg. has no control.
2. Animals that do not come under the definition of "guide dog" or "service animal".

### **Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

Manual:	AODA Manual – Customer Service	Policy Number:	4
Subject :	Disabilities Devices Policy	Accessibility for Individuals with Policy – Use of Assistive	
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Canadian Charter of Rights and	
Freedoms		Human Rights Code of Ontario	
		Accessibility for Ontarians with	
Disabilities Act,		2005	
		Customer Service Standard, Ontario	
Regulation		429/07: Accessibility Standards	
for Customer		Service	
Approved by:		President	

## Policy Summary

This policy describes how Jetco Mfg. will allow people with disabilities to use their personal assistive devices and the availability of assistive devices on our premises.

## Purpose

1. This policy describes how people with disabilities who use personal assistive devices will be treated whenever they are on our premises our using our services.
2. This policy will further describe how information about the availability of assistive devices on our premises will be kept and communicated.

## Policy Statement

1. Jetco Mfg. is committed to ensuring clients with disabilities who access our services and anyone with a disability who visits our site will be able to use their assistive devices within the limits of any applicable health and safety laws or regulations. We will do this by:
  - using reasonable effort to ensure clients, consumers, distributors, and visitors with disabilities and who use assistive devices are treated with dignity, independence, integration of services and equality of opportunity
  - educating staff about personal assistive devices
  - ensuring clients, consumers and people with disabilities who use our services or visit our site will and can use their personal assistive devices.

2. We will inform our clients, consumers, distributors and visitors with disabilities about the personal assistive devices available for their use on our premises. We will do this by:

- Keeping an updated inventory of assistive devices available for use by clients, consumers and visitors and making that information available to them in accessible formats and locations.
- Striving to expand our inventory of assistive devices when making budgeting and purchasing decisions.

## **Definitions**

### **Alternative Ways**

Alternative Ways means methods of helping clients, consumers, distributors or visitors with disabilities access our premises or services when they are unable to use their own assistive devices. Alternative ways must consider the principles defined in this policy. Examples of alternative ways are:

- a staff person providing assistance when a personal assistive device cannot be used
- writing information clearly and simply if electrical equipment causes static in a person's hearing aid
- asking how best to assist the person

### **Assistive Devices**

Assistive devices are devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that an organization might provide include: assistive software for people with visual, hearing or mobility impairments, wheelchairs or TTY (telephone teletype), real-time captioning or assistance from a staff person.

### **Disability**

The definition of "disability" Jetco Mfg. uses is as described in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### **Principles**

Are those described and or taken from the standard and require service providers to use reasonable efforts to ensure policies, procedures and practices are consistent with:

- Respecting the dignity and independence of people with disabilities
- Providing services to people with disabilities that are integrated with the services provided to people unless an alternative measure is required
- Giving equal opportunity to people with disabilities to obtain, user and benefit

from our services.

## **Standard**

Jetco Mfg. defines the “Standard” as meaning the Accessibility Standards for Customer Service.

## **Limitations**

This policy does not cover devices that are used by people without disabilities or devices that are not related to disability. The policy does not supersede health and safety laws and or regulations.

## **Applicability**

This policy and its sub-policies apply to:

- People with disabilities who access our services or premises
- all staff, volunteers, distributors, contractors, consultants and others working on behalf of JETCO and who provide client services
- staff, board members (if any), volunteers and others who are involved in developing policies and procedures regarding the standard
- people who accompany clients with disabilities who use our services or visit our site

## **LIST OF ASSISTIVE DEVICES JETCO**

### **ITEM LOCATION**

Jetco Mfg. does not retain any assistive devices on site as required by individuals with specific needs. Jetco Mfg. will however endeavour to provide assistance to individuals requiring or utilizing assistive devices at the time of site visit or preferably with advance notice in order that the individual’s needs can be reviewed and acted upon to the best of Jetco’s abilities within the requirements of AODA.

Manual:	AODA Manual – Customer Service	Policy Number:	5
Subject :		Notice of Disruptions in Service	
Procedures			
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Canadian Charter of Rights and	
Freedoms		Human Rights Code of Ontario	
		Accessibility for Ontarians with	
Disabilities Act,		2005	
		Customer Service Standard, Ontario	
Regulation		429/07: Accessibility Standards	
for Customer		Service	
Approved by:		President	

## **Rationale**

This procedure describes how Jetco Mfg. will provide notice on disruptions in service to people with disabilities. In the event that there is a disruption in the usual facilities or services that Jetco Mfg. provides to people with disabilities in order for them to access our services (e.g., accessible washrooms, ramps, accessible, parking spaces, automatic doors, TTY services, etc.), we will provide notice of such disruption as far in advance as possible, through a variety of means.

## **Procedures**

1. When service disruptions are planned or anticipated (e.g., routine maintenance or upgrades), notices of the disruption will be posted in advance.
2. When service disruptions are not anticipated (e.g., sudden malfunctions), notices of service disruption will be posted as soon as the disruption occurs.
3. All notices regarding service disruptions will, where relevant:
  - a. note the reasons for the disruption
  - b. note how long service is expected to be disrupted
  - c. be posted in conspicuous places where people with disabilities can easily access the information such as:
    - i. on the door to the premises
    - ii. on bulletin boards throughout the building
    - iii. on the website
  - d. direct clients to alternative ways to access the site or service

4. In the event of both anticipated and unanticipated service disruptions, alternative means of providing the service will be offered, where possible.

## **Support Person**

A support person can also be called or listed as a “support professional”, “caregiver”, “interpreter” to name a few. A support person is a person who assists an individual with a disability to lead a self-directed life and who accompanies him/her in order to help with communication, mobility, personal care, medical needs or access to goods or services. This may be a professional, relative, volunteer, or friend.

## **Limitations**

This policy does not cover:

1. Events held on Jetco Mfg. premises that are not sponsored by us
2. Jetco Mfg. events held off premises over which Jetco Mfg. has no control.
3. The organization is not responsible for providing for a support person and or guide dog.

## **Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. and who provide client services
- Staff, board members (if any), consultants, volunteers and others who are involved in developing policies and procedures regarding the standard

Manual:	AODA Manual – Customer Service	Policy Number:	6
Subject :		Support Persons Policy	
Developed:		November 2013	
Approved:		November 2013	
References:			
Policy References		Blind Persons Rights Act: Regulation	
58 – Guide		Dogs	
		Health Protection and Promotion Act;	
		Regulation 562	
		Accessibility for Ontarians with	
		2005	
		Customer Service Standard, Ontario	
		429/07: Accessibility Standards	
		Service	
Approved by:		President	

## Policy Summary

This policy describes how Jetco Mfg. will welcome people with disabilities who are accompanied with Support Persons.

## Purpose

This policy describes how people with disabilities and their Support Person will be treated on Jetco Mfg. premises.

## Policy Statement

Jetco Mfg. is committed to allowing full access to our services and premises to people with disabilities and their support person wherever possible. We will do this by:

1. Allowing full access to our premises, unless that area of the organization is not open to the public or other third parties or animals are excluded by other laws such as public health.
2. Educating staff, volunteers, distributors, consultants and others dealing with the public about the use of support person.
3. Providing training to staff, volunteers, consultants, distributors and others dealing with the public on how to interact appropriately with people with disabilities who are accompanied by a support person.
4. Assisting people with disabilities who are accompanied by a support person when they request help with their support person where it is reasonable to do so.
6. Providing other measures to access our services for people with disabilities if their support person is excluded by law from certain areas of our premises.



## **Definitions**

### **Support Person**

A support person can also be called or listed as a “support professional”, “caregiver”, “interpreter” to name a few. A support person is a person who assists an individual with a disability to lead a self-directed life and who accompanies him/her in order to help with communication, mobility, personal care, medical needs or access to goods or services. This may be a professional, relative, volunteer, or friend.

Support person may also be called a “support professional”, “caregiver”, or “interpreter” to name a few. An individual is qualified to be a support person if:

- It is readily apparent the support person is used by the individual for reasons relating to his/her disability; or
- The person provides a letter from a medical practitioner confirming the person requires the support person for reasons relating to the disability.

### **Guide Dog**

This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Person’s Rights Act and has been qualified as a guide dog.

### **Premises**

All sites, locations and facilities under the control of Jetco Mfg. will follow and adopt the AODA Policy.

### **Limitations**

This policy does not cover:

1. Jetco Mfg. events held off premises over which Jetco Mfg. has no control.
2. Individuals or support persons that do not come under the definition of “support person”.

### **Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

Manual:	AODA Manual – Customer Service	Policy Number:	7
Subject :		Multi Year Plan	
Developed:		December 2014	
Approved:		December 2014	
References:			
Policy References		Canadian Charter of Rights and	
Freedoms			
		Human Rights Code of Ontario	
		Accessibility for Ontarians with	
		2005	
Disabilities Act,		Customer Service Standard, Ontario	
		429/07: Accessibility Standards	
Regulation		Service	
for Customer			
Approved by:		President	

## Policy Summary

This policy describes how Jetco Mfg. will continue to update their AODA 2014 - 2025 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities keeping in line with meeting AODA's legislated requirements.

## Purpose

1. Jetco 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.
2. This policy describes how Jetco Mfg. will take into account their plan into the future as business needs and AODA needs change and update with regard to aspects of AODA including but not limited to Communicating, Service Animals, Assistive Devices, disruptions in Service Procedures and Support Persons Policies.
3. This policy further describes the update and implementation criteria that must be taken into account when any of the AODA program aspects change for whatever reasons.
4. Information and Communications

Jetco is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. will take the following steps to make all new websites and content on those sites

conform  
with WCAG 2.0, Level A by January 1, 2015.

5. Jetco will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

6. Jetco will make sure all publicly available information is made accessible upon request by January 1, 2016.

7. Jetco will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

## 8. Employment

Jetco is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

9. Jetco will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

10. We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if is using performance management, career development and employment processes.

11. Jetco will take all required steps to prevent and remove other accessibility barriers identified.

## 12. Design of Public Spaces

Jetco will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and
- accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting
- areas

Jetco will put the following procedures in place to prevent service disruptions to it's accessible parts of its public spaces. In the event of a service disruption, we will notify the

public of the service disruption and alternatives available.

## Policy Statement

1. Jetco Mfg. strives to update their AODA policies to maintain concurrence with Government Standards. We will do this by:

- Taking into account individual disabilities as required for the specific disability
- Educating staff, distributors, volunteers and others about providing effective ways of communicating with people with disabilities
- Using appropriate language when referring to people with disabilities and taking action when unacceptable terms are used
- Soliciting feedback about our AODA program and policy from clients, consumers, experts, government and others
- Keeping current with technology and standards for people with disabilities
- Relying upon the government to assist and advise of requirements under the AODA program

2. Jetco Mfg. will develop and enforce update criteria providing a range of options to make all of our policy and program more accessible to people with disabilities. We will do this by:

- Adapting current best practices whenever possible
- Ensuring there is a quality control process for all aspects of our program including but not limited to communications.

3. Accessible Emergency Information

- Jetco is committed to providing the customers and clients with publicly available
- Emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Procedures

1. When and or where possible, Jetco Mfg. will provide specific aids that are used to help people with a disability as listed in our policy (e.g., text readers, amplifiers, screen magnifiers, interpretation method and or devices, support person, disruptions in services and service animals' policies).

2. Staff, consultants and volunteers will update and communicate our AODA changes with clients over the telephone, in person in clear and plain language as available and over the internet.

3. When and or where possible, Jetco Mfg. will offer alternative formats for communication in order to address the needs of people with disabilities (e.g., large print, Braille, etc.).

#### 4. Training

- Jetco will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
- Jetco will ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

## Definitions

### Assistive Communications Devices:

Assistive communications devices can be software or aids that are used to help people with a disability communicate. Examples of assistive communication devices are: text readers, amplifiers, screen magnifiers, captioning and interpretation.

### Communication:

Communication is a process of providing, sending, receiving and understanding information. Examples of methods of communications are: spoken, written, graphic, symbolic, electronic and sign language.

### Disability

Jetco Mfg. follows, interprets defines the term "disability" as outlined and provided in the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

### Formats

Describes medium used such as CD, electronic or paper.

### Standard

Mean the Accessibility Standards for Customer Service with regard to changes into the future.

### Limitations

This policy does not cover:

- Communications that are from third-parties which we forward to others
- Communication that are under copyright and cannot be altered by our organization.

## Applicability

This policy and its sub-policies apply to:

- all staff, volunteers, distributors, contractors, consultants and others working on behalf of Jetco Mfg. and who communicate with clients, consumers and the public.
- staff, board members if any, volunteers, consultants and others who are involved in developing policies and procedures regarding the standard

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