

## **Accessibility Policy – Amor Construction Inc. / 176026 Canada Inc.**

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## **Statement of Organizational Commitment**

*Amor Construction Inc. / 176026 Canada Inc.*

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* and Ontario's accessibility laws.

*Amor Construction Inc. / 176026 Canada Inc.*

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

*Amor Construction Inc. / 176026 Canada Inc.*

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.

*Amor Construction Inc. / 176026 Canada Inc.*

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.

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## **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
- The organization does not currently maintain public-facing office facilities or on-site accessibility equipment for customer use, as services are provided primarily at demolition and construction project sites and not through walk-in office operations.

Where accessibility accommodations are requested, the organization will make reasonable efforts to provide accessible communication supports and accommodations appropriate to the situation and in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

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### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing the organization's goods, services, or facilities.

If an assistive device presents a significant or unavoidable health or safety concern, or cannot be accommodated due to site conditions, safety requirements, or legal restrictions, the organization will work with the individual to identify alternative methods of accommodation or communication.

Alternative measures may include:

- telephone or email communication;
- accessible electronic documents;
- alternate meeting arrangements or locations;
- other reasonable accommodations appropriate to the situation.

The organization does not currently provide or maintain assistive devices on-site, as operations are primarily conducted at demolition and construction project sites rather than public-facing office facilities.

Employees receive accessibility awareness training and instruction on responding appropriately to accommodation and accessibility requests in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

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### **Communication**

We communicate with people with disabilities in ways that consider their individual accessibility needs and the nature of their disability.

Depending on the situation, communication methods may include:

- telephone communication;
- email communication;
- accessible electronic documents;
- plain language communication;
- written communication;
- verbal explanations;
- alternate meeting arrangements;
- other communication supports upon request.

The organization will make reasonable efforts to provide accessible communication methods in a timely manner and in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

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### **Use of service animals**

#### **Access to premises**

Service animals are permitted in all public areas of the organization's premises unless prohibited by another law.

The organization does not currently operate public-facing office facilities or customer-access service areas. Certain active demolition, construction, or hazardous work sites may restrict access due to health and safety requirements, occupational safety legislation, or site-specific safety rules.

Where service animals cannot enter a work site due to legitimate safety concerns, the organization will work with the individual to identify alternative accommodation measures where reasonably possible.

Where a service animal is excluded by law, the organization will:

- explain why the animal is prohibited; and
- work with the individual to determine alternative measures to provide access to the goods, services, or facilities.

#### Responsibilities of the person accompanied by a service animal

The person accompanied by a service animal is responsible for:

- maintaining care and control of the animal at all times;
- ensuring the animal behaves appropriately in public settings;
- complying with health and safety requirements applicable to the premises.

#### Staff responsibilities

Employees and representatives of the organization will:

- permit service animals to accompany persons with disabilities;
- avoid touching, feeding, distracting, or interacting with the service animal without permission;
- communicate respectfully with the individual using the service animal;
- provide assistance as appropriate and upon request.

#### Allergies and Conflicting Disabilities

If a health or safety concern arises, such as severe allergies to animals, the organization will make reasonable efforts to accommodate all individuals involved on a case-by-case basis.

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### **Support Persons**

A person with a disability who is accompanied by a support person will be permitted to have that support person accompany them while accessing the organization's goods, services, or facilities.

The organization does not charge admission fees or fares; therefore, no fees will be charged to support persons.

The organization does not currently operate public-facing office facilities or customer-access service areas. Information regarding support persons may be communicated through:

- [laurent@amorconstruction.ca](mailto:laurent@amorconstruction.ca) (Laurent Kiefer)
  - 819-456-1466 (Laurent Kiefer)
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### **Notice of Temporary Disruption**

As the organization does not operate public-facing office facilities or customer service locations, temporary disruptions affecting accessibility are generally not applicable.

If a disruption affects communication methods or accessibility accommodations requested by employees, applicants, contractors, or other individuals, the organization will make reasonable efforts to provide notice and alternative communication arrangements where appropriate.

Notices, where required, may be communicated through:

- [laurent@amorconstruction.ca](mailto:laurent@amorconstruction.ca) (Laurent Kiefer)
  - 819-456-1466 (Laurent Kiefer)
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## **Feedback Process**

Amor Construction Inc. / 176026 Canada Inc. 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:

- [laurent@amorconstruction.ca](mailto:laurent@amorconstruction.ca) (Laurent Kiefer)
- 819-456-1466 (Laurent Kiefer)

Amor Construction Inc. / 176026 Canada Inc. ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

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## **Notice of availability of documents**

Amor Construction Inc. / 176026 Canada Inc. notifies the public related to accessible customer service, are available upon request by posting a notice in the following location:

- [www.amorconstruction.ca](http://www.amorconstruction.ca)

Amor Construction Inc. / 176026 Canada Inc. 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.

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## **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.

As the organization does not operate public-facing office facilities, the availability of accessible formats and communication supports may be communicated through:

- [laurent@amorconstruction.ca](mailto:laurent@amorconstruction.ca) (Laurent Kiefer)
- 819-456-1466 (Laurent Kiefer)

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## **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.

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:

- 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.

Note: This only applies to organizations that already have these processes in place.

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### **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.

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