



Accessibility Policy and Plan

Revision: July 24 2020

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Approved by: ISO Quality Management Representative

Purpose:

The accessibility plan outlines the policy and actions that Delta Machine and Design Ltd. will put in place to improve opportunities for people with disabilities. The Accessibility plan will be modified as needed to improve services for those with disabilities and to maintain compliance with the Integrated Accessibility Standards Regulations. The Accessibility Plan will address the following topics:

1. **Communication**
2. **Facility Accessibility**
3. **Training**
4. **Feedback Process**
5. **Modifications to This or Other Policies**
6. **Employment Standard**
7. **Design of Public Spaces**

Commitment:

Delta Machine & Design Ltd. 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 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 by meeting our accessibility requirements under Ontario's accessibility laws.

1. Communication

Methods of communication for such things as quotes, RFQ's, purchase orders, invoices, expediting requests, technical discussions/drawings, etc. are:

- Email delta@deltamachinecanada.com
- Telephone (519) 485-1690
- Fax (519) 485-6681
- In-person or mail at 49 Chisholm Dr. Ingersoll, ON

A website, www.deltamachinecanada.com, provides general information about Delta. The Accessibility Plan will be included in the website in an accessible format.

A customer service representative will be available during business hours (Monday to Friday 8am- 4pm) to answer questions or clarify information.

2. Facility Accessibility

Customers/Suppliers may visit our facility following any guidelines put in place to follow current Pandemic rules. The office has two steps up to the front door. The side-door is the entrance to the machine shop and is at ground level.

- People with assistive devices, such as wheelchairs or walkers, will access the facility through the west side door entrance. Delta employees will meet with their visitors in the lunchroom, or production office.
- Visitors may access the building through the office front door and meetings with Delta employees will be held in the office area.
- For customers who have a service animal, access the building through the office door. Animals will not be permitted in the machine shop due to the hazards posed by metal shavings on the floor.
- Visitors with oxygen tanks will be restricted access to the shop's welding area.
- Support persons are welcome at Delta.



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3. Training

Delta Machine & Design Ltd. will provide training to employees who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

Managers, Supervisors, Customer Service Representatives

Training will include:

- Completion of the Ontario Human Rights Commission online Working Together the Code and AODA
- Delta Machine & Design Ltd.'s plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities, i.e. those who use an assistive device, or require the assistance of a service animal, or a support person
- What to do if a person with a disability is having difficulty in accessing Delta's goods and services.

Staff will be trained when changes are made to the Accessible Customer Service Plan.

4. Feedback Process

Customers who wish to provide feedback on the way Delta provides goods and services to people with disabilities may do so by telephone, email, or in-person.

All feedback, including complaints, will be reviewed by a Quality Management Rep. If there is a major problem, the customer will hear back within 5 days.

5. Modifications to This or Other Policies

Any policy of Delta Machine & Design's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

6. Employment Standard

Delta Machine & Design Ltd is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

Employees will be asked upon hiring if they need an Individual Accommodation Plan. That plan will be created based on the needs of the new employee.

Current employees who have been absent due to a disability will have a return to work accommodation plan created for them based on any recommendations we receive.

7. Design of Public Spaces

Delta Machine & Design Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include service related elements like service counters and waiting areas. In the event of service disruptions to accessible parts of our public spaces, we will notify the public and offer alternatives.

Other:

Delta Machine & Design Ltd. will take steps to prevent and remove any other accessibility barriers as identified by the public, employees and clients of Delta Machine & Design Ltd. as required and requested.