



R & J Machine
MARINE DOCKING & LIFT SOLUTIONS

**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT, 2005 (AODA)**

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is a law that was passed by the Province of Ontario which allows the government to develop and enforce specific standards for accessibility. The standards are intended to achieve accessibility for people with disabilities in the areas of customer service, transportation, the built environment, information and communication, and employment. The *Customer Service Regulation Act* establishes accessibility standards for the provision of goods and services and applies to all organizations (public, private and non-profit) as of January 1, 2012.

R & J Machine is committed to providing its services in a way which respects the dignity and independence of people with disabilities, in keeping with the spirit of the AODA and the Customer Service Regulations Act. Our organization aims to ensure that people with disabilities are able to receive accessible services.

Our 'Policies, Practices and Procedures for Accessible Service' documentation outlines our approach to providing accessible customer services. This document is available to the public at www.rjmachine.ca, upon request in person, via the phone, email or letter.

POLICIES, PROCEDURES AND PRACTICES

At R & J Machine we are committed to providing a high level of service to all our customers by adhering to the principles below:

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equal opportunity – people with disabilities have an opportunity equal to that given to others to access your goods or services.

AVAILABILITY OF ASSISTIVE DEVICES

At R & J Machine, we aim to enable people with disabilities to benefit from the same quality of service as other customers. As such, publically accessible areas of R & J Machine's premises incorporate the following:

- 6ft wide opening entrance.
- Seating.
- Level area from parking lot to entrance.
- Staff always available to assist.
- Clear walkways around the showroom.
- No naked flames or hazardous materials.

We also permit any person with a disability to enter our publically accessible area with a service animal and to keep the animal with him or her at all times.

If a person with a disability is being accompanied by a support person, R & J Machine welcomes both people to enter its publically accessible area together.

Please note that, at present, a wheelchair accessible washroom is not available on site.

COMMUNICATION AND ALTERNATIVE FORMATS

R & J Machine recognizes that people with disabilities may use alternative methods to communicate and access information and we will endeavour to communicate in a way that takes into account any disability.

We will aim to provide our services in an alternative format (e.g. large print) upon request and this can be done by completing an 'Alternative Format Request' form. This form is available online or upon request either in person, over the phone, via mail, or email.

NOTICE OF DISRUPTION TO SERVICES

We recognize that any disruption to our service could be frustrating and will assist customers by providing advanced notification if a disruption is planned or expected. Where a disruption is unexpected, we will provide notice of the disruption as soon as possible.

A Notice of Disruption to Services form will be posed on-line at www.rjmachine.ca, placed on the front entrance to our premises and also on the customer service desk in our showroom. It is the responsibility of the Management Team to communicate the disruption in the most effective manner whilst taking into account the needs of the people directly affected by the disruption.

CUSTOMER FEEDBACK

At R & J Machine we welcome feedback on how our customers' expectations are being met and use it as an opportunity to learn and improve upon our standards. We also recognize that people with disabilities may require different methods to provide feedback and request that those wishing to do so either visit us in person or contact us via phone, email or letter:

Customers can also fill out an R & J Machine 'Customer Feedback Form' which is available on-line, in our showroom, or upon request via phone, mail or email.

All feedback regarding the services we provide will be reviewed and the appropriate action(s), if any, will be developed and implemented. If a customer wishes to be contacted, we will respond acknowledging the receipt of the feedback and then again outlining the outcome, if any, resulting from their communication. We will endeavor to respond in a format that is accessible to the client, taking into account his or her individual needs.

CONTACT DETAILS

Mail: Accessibility Officer
R & J Machine
8th Line of Smith
Lakefield, Ontario
K0L 2H0

Email: info@rjmachine.ca

Tel: (705) 652-6731 or 1-800-461-7638

Fax: (705) 652-6412

Web: www.rjmachine.ca