



COMMITEMENT TO ACCESSIBILITY

Juno Electric 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 by meeting our accessibility requirements under Ontario's accessibility laws.

We will review accessibility in our work place and strive to improve conditions for everyone who may visit the office.

Signed,
JUNO ELECTRIC

Mike Ravazzolo

Mike Ravazzolo
President

EMPLOYEE ACCESSIBILITY TRAINING

Please read the following page, sign, date it and hand into the office. Forman please talk about this at your next toolbox talk. This will also be added to our health and safety policy

The accessibility standards for customer service of the accessibility for Ontarians with disabilities act become law in 2005. As part of the act and law it states that companies with 20 or more employees must be trained on serving customers with disabilities.

The purpose of the act is to develop, implement and enforce standards in Ontario to assist people with disabilities. These standards address barriers to people with disabilities in the areas of goods, services, facilities, accommodations, employment, buildings, structures and premises. The goal is to make Ontario accessible by 2025.

For training purposes in our business we will focus on customer services and how to interact with disabled customers. We are well aware of handicap door operators; wheel chair ramps, visual and audio devices for alarms, so we should have a good idea on the hardware required in various buildings.

Here are some tips for interacting with customers that are disabled

- Be polite – ask “may I help you” or “may I be of assistance”
- Speak directly to customers and repeat what they tell you, hitting the key areas to make sure both of you understand
- Don’t make assumptions about their disability. There are various levels of disabilities, not all deaf people have total hearing loss. Not all blind people have zero vision. NEVER assume that they cant do anything. You will be surprise and what they can accomplish of their own.
- Focus on their needs. Speak loud or guide a blind person to a wall or a chair where they won’t be lost
- If you don’t understand ask them to repeat their selves or ask them if they understand what you are telling them
- Respect peoples space. Never reach over a wheelchair as it is considered the personal space
- Never address a service animal as they are working

Please follow this link and complete the human rights code training with respect to accessibility for Ontarios with disabilities

<https://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Thanks
Mike

Name

sign

date

Accessibility strategies and Multi-year action plan

Juno electric strives to meet the needs of its employees and customer with disabilities and is working hard to remove and prevent barriers to accessibility

Juno Electric is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided

- 1) Post signs for wheelchair entry into our office at the back door where there is no ledge to get in the building
- 2) Hiring of employees will be based on skill, knowledge and work ethic and disabled employment seekers will not be overlooked due to their disability
- 3) Designated parking spot to be made at back overhead door allowing easy access through the back shop
- 4) Any feedback regarding proposed improvement can be sent to info@junoelectric.ca

For more information on this accessibility plan, please contact Health and safety at Juno electric 519-821-4890