



Accessibility

Lofthouse Manufacturing strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities.

Statement of Commitment

Lofthouse Manufacturing is committed to eliminating barriers and improving accessibility for persons with disabilities to afford equal opportunities in a way that respects dignity and independence. Whenever possible Lofthouse Manufacturing will endeavor to incorporate accessibility design, criteria and features when procuring or acquiring goods except where it is not practicable to do so.

To fulfill the accessibility policy and to ensure compliance with the accessibility legislation the following standards are set in place for implementation within the scope of this policy:

1. Accessible Customer Service
2. Accessible Information and Communications
3. Accessible Employment
4. Accessible Meetings/Training

All documents required by the Accessibility Standards for Customer Service, including Lofthouse Manufacturing's Accessible Customer Service Standard, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to the Freedom of Information and Protection of Privacy Act. When providing these documents to a person with a disability, we will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Accessible Customer Service Standard

- Communication with Persons with Disabilities
- Notice of Disruption in Services
- Assistive Devices
- Service Animals
- Support Persons
- Feedback

Communication with Persons with Disabilities

When communicating with a person with a disability, LOFTHOUSE MANUFACTURING will do so in a manner that takes into account the person's disability. LOFTHOUSE MANUFACTURING commits to provide training on customer service to all current and future employees, volunteers and contract trainers. This training will include how to interact and communicate with persons with various types of disabilities.



Notice of Disruption in Services

In the event of a service disruption, LOFTHOUSE MANUFACTURING will take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are not limited to, LOFTHOUSE MANUFACTURING's website, physical postings and/or communication via email or phone call to affected individuals. The required information necessary for any communication of a temporary disruption may include:

- The time, date and location of the disruption;
- Information about the reason for the disruption;
- Anticipated duration of the disruption; and
- Descriptions of alternative facilities or services, if any.



Assistive Devices

Personal assistive devices are permitted in all LOFTHOUSE MANUFACTURING offices or plant except when subject to operator safety. LOFTHOUSE MANUFACTURING will train its current and future employees on the use of various assistive devices available at LOFTHOUSE MANUFACTURING. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with a disability.



Service Animals

Persons with a disability who are accompanied by a service animal may access premises owned and operated by LOFTHOUSE MANUFACTURING provided the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, LOFTHOUSE MANUFACTURING will ensure that alternate means are available within reasonable time and location to provide persons with a disability access to LOFTHOUSE MANUFACTURING's services.

There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter a premises accompanied by a service animal needs to be considered. An example of such a situation may include where a person is allergic to animals and adversely affected if they are in close proximity to a service animal. If deemed necessary, a risk assessment will be conducted by the LOFTHOUSE MANUFACTURING Representative. The risk assessment will include identifying the risks inherent with the service animal being in the area of concern and identify alternate measures available to enable the person with a disability to access our services.

If it is not readily apparent that an animal is a service animal, the LOFTHOUSE MANUFACTURING Representative may ask the person with the service animal to provide verification of the animal's duty. The use, safety and clean up of the service animal is the responsibility of the person with a disability.

LOFTHOUSE MANUFACTURING does not allow service animals on the plant floor due to health and safety reasons. Whenever possible arrangements will be made to ensure products or services are available within the main office.



Support Persons

LOFTHOUSE MANUFACTURING welcomes customers who are accompanied by a support person, when the support person has been hired or chosen by the person with a disability to accompany them in order to assist in accessing goods or services and/or for the purpose of providing support with mobility, personal assistance and/or communication.

Individuals who are accompanied by a support person are encouraged to inform relevant LOFTHOUSE MANUFACTURING persons of their participation.

There may be rare circumstances where, for reasons of health and safety, allowing a person with a disability to enter a premises accompanied by their support person needs to be considered. Examples of such situations include potential fire code violations. If deemed necessary, a risk assessment will be conducted by the LOFTHOUSE MANUFACTURING Representative. The risk assessment will include identifying the risks inherent with the support person being in the area of concern and identify alternate measures available to enable the person with a disability to access the service.

Support persons shall be permitted entry to all LOFTHOUSE MANUFACTURING facilities and meeting rooms.



Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing or by email. LOFTHOUSE MANUFACTURING will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. LOFTHOUSE MANUFACTURING will respond within 21 working days.

Feedback may be provided directly to: Wendy Stroud, Human Resources Manager, TF 1 800-390-8575 Ext 249, Email: wstroud@lofthouse.ca