Purpose
Sherwood Electromotion Inc. is committed to providing accessible customer service and complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standards for Customer Service, and the Integrated Accessibility Standards Regulation (IASR). This policy establishes practices that promote dignity, independence, integration, equal opportunity, and accessibility for persons with disabilities.

Scope
This policy applies to all employees, managers, supervisors, contractors, volunteers, temporary staff, and any individuals who interact with customers, visitors, suppliers, applicants, or other third parties on behalf of Sherwood Electromotion Inc.

Policy
Sherwood Electromotion Inc. strives to identify, remove, and prevent barriers to accessibility. We are committed to providing goods and services in a manner that respects the dignity and independence of people with disabilities and allows them to maintain their independence while benefiting from the same services, in the same place, and in a similar way as other individuals whenever possible.

Assistive Devices
Sherwood Electromotion Inc. welcomes persons with disabilities who use assistive devices to obtain, use, or benefit from our goods and services.

Employees will be trained and familiarized with assistive devices and accessibility-related equipment that may be available on-site and relevant to their job responsibilities.
We will make reasonable efforts to accommodate the use of personal assistive devices whenever possible.

Communication
Sherwood Electromotion Inc. will communicate with people with disabilities in ways that take into account their disability.

Upon request, we will work with individuals to determine the most appropriate method of communication and provide information in accessible formats or with communication supports where required.

Service Animals
Sherwood Electromotion Inc. welcomes people with disabilities who are accompanied by a service animal.

Service animals are permitted in all areas of our premises that are open to the public and other third parties, unless otherwise prohibited by law.

Where a service animal is excluded by law, Sherwood Electromotion Inc. will make reasonable efforts to provide alternative arrangements to ensure that the individual can access our goods and services.

Employees shall respectfully interact with service animals and avoid distracting them while they are working.

Support Persons
A person with a disability who is accompanied by a support person will be permitted to enter the premises together and to access our goods and services with that support person.

Sherwood Electromotion Inc. may require a support person to accompany an individual only where necessary to protect the health or safety of the individual or others and as permitted by applicable legislation.

Any discussions involving confidential information will be conducted with the consent of the individual whenever required.

Notice of Service Disruption
We will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where we have control over such facilities or services. This notice will include information about the reasons for the disruption, the anticipated duration and a description of alternative facilities or services, if available. Sherwood will provide notice by posting information in visible places on our premises or by any other method that may be reasonable under the circumstances.

Training
- Sherwood Electromotion Inc. will provide accessibility training to:
- All employees
- Managers and supervisors
- Volunteers
- Temporary staff
- Contractors who provide services on behalf of the organization
- Individuals involved in developing organizational policies

Training will be provided as soon as practicable after an individual begins duties requiring such training and whenever changes are made to accessibility policies or legislation. [ontario.ca], [aoda-training.ca]

Training will include:
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Requirements of the Customer Service Standards
- Applicable requirements of the Integrated Accessibility Standards Regulation (IASR)
- The Ontario Human Rights Code as it relates to persons with disabilities
- Sherwood Electromotion Inc.'s accessibility policies, practices, and procedures
- How to interact and communicate with people who have various types of disabilities
- How to interact with individuals who use assistive devices
- How to interact with individuals who are accompanied by a service animal or support person
- How to use accessibility-related equipment or devices that may be available
- What to do if a person with a disability experiences difficulty accessing our goods, services, or facilities
- Records of accessibility training will be maintained where required by law.

AODA Feedback Process

Sherwood Electromotion Inc. welcomes feedback regarding the accessibility of our goods, services, facilities, and customer service practices.

Feedback may be provided in person, by telephone, in writing, by email, or through any other accessible communication method.

Human Resources Department
Sherwood Electromotion Inc.
20 Barnes Court, Unit A-E
Concord, ON L4K 4L4
Phone: (289) 695-5555 ext. 250
Fax: (289) 695-5151
Email: HR@sherwoodelectromotion.com

Feedback will be reviewed and used to improve accessibility and customer service practices. Where requested, a response will be provided in an accessible format appropriate to the individual's needs.

Documentation

Sherwood Electromotion Inc. will make documents required under the Accessibility for Ontarians with Disabilities Act, 2005 available upon request.

When providing documents to a person with a disability, the organization will work with the individual to provide the information in a format that takes the person's accessibility needs into account.

Accessibility-related policies and documents will be made available to the public upon request.

Multi-Year Accessibility Plan

Sherwood Electromotion Inc. maintains a Multi-Year Accessibility Plan that outlines strategies and actions to identify, remove, and prevent barriers for persons with disabilities.
The plan will be reviewed and updated at least once every five years and will be made available upon request and, where required, posted on the company's website.

Compliance and Monitoring

Managers and supervisors are responsible for ensuring compliance with this policy within their areas of responsibility.
Any concerns regarding accessibility or compliance with this policy should be directed to Human Resources.

Review of Policy

This policy will be reviewed periodically and updated as necessary to ensure continued compliance with applicable accessibility legislation and support continuous improvement in accessibility practices.

Reference Document:
Employee Handbook FRM-085-0045