


AODA Accessibility Policy	Issue Date: April 16, 2013	
	Revision Date: May 12 2026	
Policy Number: HR-16	Review Date: January 3 2026	
	Approved by: Julie Tymec	

Policy

South Essex Fabricating 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)* and Ontario’s accessibility laws.

Definitions

Assistive Devices – device used by a person with a disability used to carry out activities or in accessing goods and services (wheelchairs, canes, crutches, hearing aids and real-time captioning services).


Disability – as defined under the Ontario Human Rights Code

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- b) a condition of mental impairment or a developmental disability
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997 (handicap)

Service Animal – any animal used by a person with a disability for reasons relating to the disability where:

- a) it is readily apparent that the animal is used by the person for reasons relating to his/her disability
- b) where the person provides a letter from a physician or nurse confirming that he/she requires the animal for reasons relating to his/her disability
- c) a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school

Support Person – in relation to a person with a disability, another person who accompanies him/her in order to help with communications, mobility, personal care or medical needs or with access to goods or services.

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Use of Service Animals

Service animals are permitted access to all areas of South Essex Fabricating Inc. facilities open to the public, unless specifically prohibited by law. If a service animal is excluded by law from the premises, every effort will be made to provide the person with a disability with the ability to obtain, use or benefit from access to goods or services through another means.

Use of Support Persons

If a person with a disability is accompanied by a support person, both persons are permitted to enter SEF public areas together and shall not be prevented from having access to each other while on the premises.

If deemed necessary by SEF for the protection of the health and safety of the person with a disability or the health and safety of others on the premises, a support person may be required for the person with a disability while on the premises.

Notice of Disruptions

From time to time, the facilities used by persons with a disability to access SEF goods or services may not be available for utilization. When this occurs, either on a planned or unplanned basis, notice shall be posted at a conspicuous place on the premises. Such notice shall include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any are available.

Scope

This policy applies to all employees.


Communication & Training

South Essex Fabricating shall ensure, on an ongoing basis, that every employee, agent, volunteer or other who provides goods or services to the public on behalf of the company and every person who participates in developing the policies, practices and procedures governing the provision of goods and services to the public, shall receive training about the provision of its goods and services to persons with disabilities.

Training shall be provided as soon as practicable after he/she is assigned the applicable duties and shall be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Training shall include:

- a) how to interact and communicate with persons with various types of disability
- b) how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- c) how to use equipment or devices available on SEF premises or otherwise provided by the company that may help with the provision of goods and services

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- d) what to do if a person with a particular type of disability is having difficulty accessing SEF goods and services

A detailed record will be kept by the Health and Safety Coordinator describing the content, date and attendance at its training sessions.

Feedback Process

In order to ensure that SEF is receiving and responding to feedback from the public about the manner in which it provides goods and services to person with disabilities, the public is encouraged to contact the company as follows:

- In Person – please address your concerns to the Health and Safety Coordinator
- Telephone – please address your concerns to 519-322-5995
- Email – please address your concerns to info@southsx.com
- Mail – please address your concerns to SEF address
 - PO Box 400 Leamington, ON N8H 3W5
- Other – please address your concerns to the Health and Safety Coordinator

All feedback will be reviewed and a reply will be given within 3 days.

Documentation

A copy of this policy will be given to any person upon request, in a format that takes into consideration the person’s disability, if any. A notice to this effect will be placed in a conspicuous place in the premises and on the company website.

Evaluation

This policy will be reviewed as deemed necessary, but at least annually.