

Our Policy on Accessibility

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service Providing Goods And Services To People With Disabilities Policy

Canada Trailers Manufacturing Limited is committed to excellence in serving all clients including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our firm. Such devices may be a wheelchair, cane, walker and/or oxygen tank.

Communication

We will communicate with people with disabilities in ways that consider their disability.

Service Animals

We welcome people with disabilities and their service animals in our office.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them in our office.

Accessible Customer Service Plan

Training for Staff

Canada Trailers Manufacturing Limited will provide training to all employees that are serving customers. This training will take place at time of hire.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's plan at Canada Trailers Manufacturing Limited
- How to interact and communicate with people with various types of disabilities

- How to interact with people with disabilities who use an assistive device or require assistance of a service animal or support person
- How to use equipment or devices that may help with providing our services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing our building

If changes are made to the Act, staff will be informed of the changes.

Feedback process

Clients who wish to provide feedback on how Canada Trailers Manufacturing Limited provides service to people with disabilities can speak directly with Halla Bereskow or email a note to halla@canadatrailers.com

All written feedback will be directed to Richard Thiessen for response.

Clients can expect to hear back within 10 business days.