Accessibility Policy

Statement of Organizational Commitment

Van Harten Surveying Inc. 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 and Ontario's accessibility laws.

Van Harten Surveying Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

We understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit our obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

We are committed to excellence in serving and providing goods, services, or facilities to all customers including people with disabilities.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

a) all persons who participate in developing the organization's policies; and
b) all other persons who provide goods, services, or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- Requirements of the Customer Service Standard
- 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 the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty accessing our organization's goods, services, or facilities
- General Requirements
- Requirements of the Employment Standard
- Ontario Human Rights Code as it relates to people with disabilities and the Accessibility for Ontarians with Disabilities Act, 2005

We train each employee as soon as practicable after being hired and provide training in respect to any changes to the policies.

We maintain records of the training provided by Van Harten Surveying, including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- Paper documents converted to electronic format

We will make every effort to accommodate any methods of communication that are required by a person with a disability that are not already listed above.

We will work with the person with a disability to determine what method of communication works best for them.

Service Animals

Van Harten Surveying Inc. welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

Support Persons

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

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, Van Harten Surveying Inc. will:

- Consult with the person with a disability to understand their needs;
- Consider health or safety reasons based on available evidence;
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Field services at any/all Van Harten locations
- Office services at any/all Van Harten locations

The notice will be made publicly available in the following ways:

- Our website
- Posted on the door(s) of the applicable office(s)

Feedback Process

Van Harten Surveying Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

In Person: 2106 Gordon Street Guelph, Ontario, N1L 1G6
By Telephone: 519-821-2763
By Mail: Van Harten Surveying Inc., 2106 Gordon Street, Guelph, Ontario, N1L 1G6
By E-Mail: hr@vanharten.com

All feedback, including complaints, will be handled by:

- Paul Magahay, President
- Human Resources Department

Customers can expect to hear back within two (2) weeks of submission of their feedback.

We ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability

Van Harten Surveying Inc. notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- Our website www.vanharten.com

Van Harten Surveying Inc. will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We have a process for receiving and responding to feedback, and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

a) In a timely manner, taking into account the person's accessibility needs due to disability; and
b) At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that information or communications are unconvertible, we shall provide the requestor with:

a) An explanation as to why the information or communications are unconvertible; and
b) A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication support on our website.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants, and the public that accommodations can be made during recruitment and hiring. We notify job applicants on our website and otherwise-posted job openings that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation, should they request it.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that support is available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

a) Information that is needed to perform the employee's job; and
b) Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

a) When the employee moves to a different location in the organization;
b) When the employee's overall accommodation needs or plans are reviewed; and
c) When the employer reviews its general emergency response policies.

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.