

ACCESSIBILITY POLICY

Todd Pools Ltd 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.

Todd Pools Ltd is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

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

Todd Pools is 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 or provide access to training materials

- a) all persons who participate in developing the organization's policies; and
- b) all subcontractors will be asked to confirm if they have received AODA and Human Rights training and if not, we will provide access to online training materials that they can access for training purposes. We will require all subcontractors to indicate by reply to the email whether they have received the training.

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

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 in accessing our organization's goods, services or facilities.

Each spring we train all new hires in a classroom environment. As employees are added through out the year they complete online training. This training is normally completed within the first month of employment.

At the completion of training employees sign off that they have received the training. We maintain records of the training provided 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. Todd Pools Ltd offices are not open to the public, we do not have a retail operation, our parking lot is for employees only. In the event that an employee is hired that requires handicap parking we do have one designated spot. All work performed by Todd Pools Ltd is performed at the customer's home.

Communication

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

Providing copies of any requested documents in the requested font size.

Reading of any policy requested by those with loss of sight or unable to read.

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

Service Animals

We welcome 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 (template, letter or form) 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:

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.

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, choose one of the following options:

Fee/fare will not be charged for support persons.

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, this organization name 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

If this organization determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption – n/a, no public spaces at Todd Pools Ltd, Todd Pools Ltd. builds new pools, renovates old ones and weekly services swimming pools. Any meeting and all the work performed by Todd Pools Ltd is done so at the customer's home. We do not retail any products or provide any services to anyone who is not a customer of ours. Our office/shop is located on private property and none of our customers or the general public visit our office or shop. Our office/shop is leased from a third party. There is one handicap parking sign on the premises.

Feedback Process

Todd Pools Ltd 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: By email to Susan ,Controller - susan@toddpools.ca or by phone at 905-640-7665

All feedback, including complaints, will be handled in the following manner:
The feedback will be documented and reviewed by the controller and then shared the ownership team for direction on how to proceed.

Customers can expect to hear back in 2 days.

Todd Pools Ltd - our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

Todd Pools Ltd. 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):

- On our website and in office binder

Todd Pools 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 the organization determines that information or communications are unconvertible, the organization 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 supports by We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by the end of 2025

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

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

We notify staff that supports are 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 take into account 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 takes into account 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 in order 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. The information will be delivered via a text message and an email.

We will provide the information as soon as practicable, normally within 1 week after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information at the office :

- a) when the employee moves to a different location in the organization; n/a to Todd Pools Ltd, services and construction are performed at the customer's home. We have one office location at 13072 Tenth Line in Stouffville.
- b) the employee's overall accommodations needs or plans will be reviewed at the start of each season when they return work. Todd Pools is a seasonal busy and only a couple of key employees work year-round, most work April to November.
- c) the employer reviews its general emergency response policies, annually at the start of season

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

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.