



# **ACCESSIBILITY PLAN, POLICIES & PROCEDURES 2021**

**AODA  
(Accessibility for Ontarians with Disabilities Act)**



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## 1.0 ACCESSIBILITY PLAN

### 1.1 ACCESSIBILITY PLAN AND POLICIES FOR GAZZOLA PAVING LIMITED

This accessibility plan outlines the policies and actions that **GAZZOLA PAVING LIMITED** will put in place to improve opportunities for people with disabilities.

#### Statement of Commitment

**GAZZOLA PAVING LIMITED** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### Accessible Emergency Information

**GAZZOLA PAVING LIMITED** is committed to providing the customers and clients with emergency information in an accessible way when required. We will also provide employees with disabilities with individualized emergency response information when necessary. Should the need arise; we will develop an evacuation plan to assist any employees with disabilities. We will ensure that employees who require assistance are informed about the appropriate procedure for evacuating the building during an emergency.

#### Training

**GAZZOLA PAVING LIMITED** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

#### Information and communications

**GAZZOLA PAVING LIMITED** is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

#### Employment

**GAZZOLA PAVING LIMITED** is committed to fair and accessible employment practices. We will take appropriate steps to notify the public and staff that, when requested, **GAZZOLA PAVING LIMITED** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

**GAZZOLA PAVING LIMITED** will take appropriate steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.



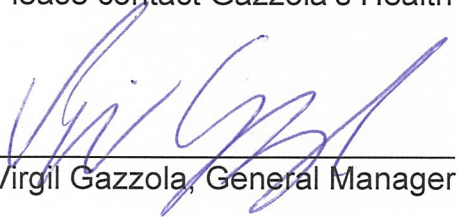
We will take appropriate steps to ensure the accessibility needs of employees with disabilities are taken into account if **GAZZOLA PAVING LIMITED** is using performance management, career development and redeployment processes.

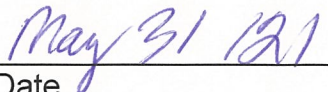
**GAZZOLA PAVING LIMITED** will take appropriate steps to prevent and remove other accessibility barriers identified.

Accessible formats of this document are available free upon request.

**For more information about this policy and our accessibility standards**

Please contact Gazzola's Health & Safety Department: (416)-675-7007

  
\_\_\_\_\_  
Virgil Gazzola, General Manager

  
\_\_\_\_\_  
Date

## 2.0 ACCESSIBILITY POLICIES

**GAZZOLA PAVING LIMITED** is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

### 2.1 GENERAL

**GAZZOLA PAVING LIMITED** is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### 2.2 INFORMATION AND COMMUNICATIONS

**GAZZOLA PAVING LIMITED** is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as emergency information when required.

**GAZZOLA PAVING LIMITED** will consult with people with disabilities to determine their information and communication needs.

### 2.3 EMPLOYMENT

**GAZZOLA PAVING LIMITED** will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

### 2.4 DESIGN OF PUBLIC SPACES

**GAZZOLA PAVING LIMITED** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

## 3.0 DEFINITIONS

### 3.1 KEY TERMS & DEFINITIONS

#### Assistive Devices

- Any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, personal mobility aids, and medical aids. Assistive devices include a range of products such as wheelchairs, walkers, white canes, crutches, oxygen tanks, hearing aids, and other electronic communication devices.

#### Disability

- 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, or
- 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.

#### Employees

- Every person who deals with members of the public or other third parties on behalf of **GAZZOLA PAVING LIMITED**, whether the person does so as an employee, agent, volunteer, or otherwise.

#### Persons with Disabilities

- Individuals who have a disability as defined under the Ontario Human Rights Code.

#### Service Animals

- Animals individually trained to do work or perform tasks for the benefit of a person with a disability. Such use is either readily apparent or is supported by a letter from a physician or a nurse. It may be readily apparent that an animal is a service animal when its appearance or behaviour (e.g., wearing a harness or saddle bag vest) identifies it as a service animal or the owner has a certificate for the animal.

#### Support Persons

- Any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## 4.0 CUSTOMER SERVICE STANDARD POLICIES

### 4.1 CUSTOMER SERVICE POLICY FOR CUSTOMERS WITH DISABILITIES

**GAZZOLA PAVING LIMITED** is committed to providing our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use, and benefit from **GAZZOLA PAVING LIMITED's** goods and services;
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
- Persons with disabilities may use assistive devices, service animals, and support persons as is necessary to access **GAZZOLA PAVING LIMITED's** goods and services, unless superseded by other legislation.

This policy and its procedures address the accessibility requirements of Regulation 191/11 Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act. The Customer Service Policy applies to all employees and facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy. Each manager and/or immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices, and procedure.

### 4.1.1 PROCEDURES

**GAZZOLA PAVING LIMITED** is committed to excellence in serving all customers including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

#### Communication

- We will communicate with people with disabilities in ways that take into account their disabilities.
- We will train our staff on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

- We are committed to providing fully accessible telephone service to our customers.
- We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

#### Assistive Devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services.
- We will ensure that our staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods and services.

#### Billing

- We are committed to providing accessible invoices to all of our customers.
- We will answer any questions customers may have about the content of the invoice in person, or by telephone.

#### Use of Service Animals and Support Persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- We will also ensure that all staff who deals with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- We are committed to welcoming people with disabilities who are accompanied by a support person.
- Any person with a disability who is accompanied by a support person will be allowed to enter **GAZZOLA PAVING LIMITED's** premises with his or her support person.
- At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### Notice of Temporary Disruption

- **GAZZOLA PAVING LIMITED** will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- The notice will be placed at the front desk of **GAZZOLA PAVING LIMITED**





#### Training for Staff

- **GAZZOLA PAVING LIMITED** will provide training to all employees.
- All staff will be trained on policies, practices, and procedures that affect the way goods and services are provided to people with disabilities.
- Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

#### Feedback Process

- The ultimate goal of **GAZZOLA PAVING LIMITED** is to meet and surpass customer expectations while serving customers with disabilities.
- Comments on our services regarding how well those expectations are being met are welcomed and appreciated.
- Feedback regarding the way **GAZZOLA PAVING LIMITED** provides goods and services to people with disabilities can be made via email, post, telephone, through our website or in person.
- All feedback will be directed to the management of **GAZZOLA PAVING LIMITED**

#### Modifications to this or Other Policies

- We are committed to developing policies that respect and promote the dignity and independence of people with disabilities.
- Therefore, no changes will be made to this policy before considering the impact on people with disabilities.
- Any policy of **GAZZOLA PAVING LIMITED** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

#### Questions Regarding This Policy

- This policy exists to achieve service excellence to customers with disabilities.
- If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to the General Manager of **GAZZOLA PAVING LIMITED**
- A copy of this policy is available upon request by contacting the office.
- In addition, a copy of the accessibility policy is available on **GAZZOLA PAVING LIMITED's** website.
- The policy document will be provided in a format that takes into account the persons disability.

## 4.2 ASSISTIVE DEVICES POLICY

**GAZZOLA PAVING LIMITED** will welcome all customers to our facilities by committing our staff to providing our goods and services that respect the independence and dignity of people with disabilities. Such access to goods and services incorporate measures that include but are not limited to the use of assistive devices.

The purpose of this Policy and Procedure is to ensure that each facility under the control of **GAZZOLA PAVING LIMITED** welcomes the use of assistive devices and encourages users to seek support from staff as required. This policy applies to all employees and the facilities of **GAZZOLA PAVING LIMITED** in Ontario.

Managers and supervisors will ensure that staff are trained to support persons who may use assistive devices while accessing our facilities so that we can provide our goods and services. It is the responsibility of the managers and/or immediate supervisors to ensure that all employees follow the guidelines set out in this policy.

### 4.2.1 PROCEDURES

- Training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.
- Currently, there are no assistive devices at **GAZZOLA PAVING LIMITED**. However, if in the future assistive devices are acquired, **GAZZOLA PAVING LIMITED** will train its employees how to use them.
- Employees must not touch or move a person's assistive device without the person's permission. If the employee has the user's permission, the device must not be moved out of the disabled person's reach.
- Practice consideration and safety. Do not leave the person with a disability in an awkward, dangerous, or undignified position, such as facing a wall or in the path of opening doors.
- Let the person with a disability know about accessible features in the immediate environment such as accessible washrooms.



### 4.3 COMMUNICATION POLICY

**GAZZOLA PAVING LIMITED** is committed to communicating with persons with disabilities in ways that consider their disability and in keeping with the principles of dignity, independence, integration, and equal opportunity.

This policy provides guidance in considering how to improve communication with people with a disability through general communications, involvement of people with a disability in consultation or in meetings, and producing publications in accessible formats.

This policy applies to all **GAZZOLA PAVING LIMITED's** communications with the public, including in relation to consultation, and the development of pamphlets, flyers, letters, memos, emails, websites, brochures, invoices, papers, and reports.

All oral and written communication should seek to be inclusive of and positive toward people with a disability. Avoid phrases that demean people with disabilities, such as "unfit," "defective," or "incapacitated." Avoid words such as "handicapped," "crippled," and "wheelchair-bound." Do not refer to persons with a disability by category, such as "the blind," "the deaf," or "the disabled."

The purpose of this Policy and Procedure is to ensure that the persons with disabilities have communication access that is as effective as that provided to persons without disabilities. To be equally effective, an aid, benefit, or service need not produce the identical result or level of achievement for those with a disability and those without a disability; it must afford the person to whom it is provided equal opportunity to achieve equal results, gain equal benefit, and reach the same level of achievement. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED**

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under Integrated Accessibility Standards, and this policy, practices, and procedures.

### 4.3.1 PROCEDURES

- The terminology we use can influence the way we see people and may unintentionally create a negative perception. However unintentional, many words used to describe the nature of a disability can be demeaning and disrespectful. Please refer to the terminology chart to assist you in making your communication with people with disabilities more successful.
- **GAZZOLA PAVING LIMITED** will remember to keep people first, recognizing that some words are more appropriate and preferable than others. We will take into consideration the specific communication needs of the individual. Our employees will utilize a variety of different techniques to interact with a person with a communication disability. For example, using a pencil and pad of paper, or relying on the individual's support person for translation.
- To assist persons with disabilities, **GAZZOLA PAVING LIMITED's** employees will use the following guidelines:
  - Treat persons with disabilities with the same respect as any other person.
  - Speak normally, clearly, and directly.
  - Speak directly to the person with the disability, not to their interpreter or whoever is with them.
  - Before offering help, ask the individual if they would like/require help.
- **GAZZOLA PAVING LIMITED** will give careful consideration to whether consultations, meetings, and transaction methods are inclusive of people with disabilities.
- When organizing meetings or consultations, **GAZZOLA PAVING LIMITED** will consider the environment available for any person with a disability attending the meeting; e.g., physical access to the building and meeting room, access to washrooms, room lighting, and external noise.
- When preparing publications, **GAZZOLA PAVING LIMITED** will consider the format of the material and its accessibility to the target audience. In particular, **GAZZOLA PAVING LIMITED** will consider whether alternative formats are required in order to facilitate access by a person with a disability.
- **GAZZOLA PAVING LIMITED** will provide information to those with disabilities, their families, and support persons at no additional cost.

**Terminology Chart**

<b>DO SAY/USE</b>	<b>DO NOT SAY/USE</b>
Disability	Handicap, Invalid, or Impediment
“Person(s) with a...”	The Disabled
Intellectual disability	Retarded, mentally challenged, simple
“Person living with...”	Suffering, afflicted, victim, stricken
Vision loss, partial vision	Visually impaired, the blind
Hard of hearing, hearing loss	Deaf
Person who does not speak	Deaf, mute, dumb
Person in a wheelchair	Confined, bound, stuck
Person with a physical disability	Crippled, lame, physically challenged
Mental health disability	Insane, lunatic, maniac, crazy, mental
Accessible parking / washrooms	Handicapped parking / washrooms
Person with epilepsy	An epileptic
Person born with a disability	Birth defect, deformity, deformed
Person who has (condition)	Victim of (condition)
Person with (condition)	Suffers from, afflicted by, stricken with

#### 4.4 SERVICE ANIMALS POLICY

**GAZZOLA PAVING LIMITED** welcomes persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public.

The purpose of this Policy and Procedure is to ensure persons with disabilities who are accompanied by a service animal are treated accordingly. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of the managers and immediate supervisors to ensure that all employees follow the guidelines and procedures set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under Integrated Accessibility Standards, and this policy, practices, and procedure.

##### 4.4.1 PROCEDURES

- Unless otherwise excluded by law, the integrated accessibility standard requires that a person is permitted to be accompanied by his or her service animal in the areas that are open to the public. As such, **GAZZOLA PAVING LIMITED** will allow persons with disabilities to be accompanied by their service animal.



## 4.5 SUPPORT PERSONS POLICY

**GAZZOLA PAVING LIMITED** is committed to welcoming persons with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support be prevented from having access to his or her support person while on the premises.

The purpose of this Policy and Procedure is to ensure that persons with disabilities who are accompanied by a support person are treated accordingly. This policy applies to all employees and facilities of **GAZZOLA PAVING LIMITED**

It is the responsibility of the managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy. Each manager and immediate supervisor is responsible for ensuring that all employees are trained under the Integrated Accessibility Standards and this policy, practices, and procedures.

### 4.5.1 PROCEDURES

- A person with a disability who is accompanied by a support person will be welcomed at **GAZZOLA PAVING LIMITED's** premises with his or her support person. Access will be granted in accordance with normal security and health and safety procedures.
- All employees of **GAZZOLA PAVING LIMITED** will direct all communications directly to the person with the disability and not the support person.
- In cases of confidentiality, during certain situations when sensitive information is being discussed, **GAZZOLA PAVING LIMITED** may require the support worker to sign a confidentiality agreement prior to the disclosure of any privileged information. A copy of the signed confidentiality agreement will be retained by **GAZZOLA PAVING LIMITED** If the customer uses a different support person for any subsequent confidential meetings, a new confidentiality agreement may be required.

## 4.6 DISRUPTION OF SERVICES POLICY

**GAZZOLA PAVING LIMITED** will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where **GAZZOLA PAVING LIMITED** has control over such facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and description of alternative facilities or services if available. **GAZZOLA PAVING LIMITED** will provide notice by posting information in visible places on our premises, by providing information over the phone, or on **GAZZOLA PAVING LIMITED's** website, or by any other method that may be reasonable under the circumstances.

The purpose of this Policy and Procedure is to ensure persons with disabilities know when there is a temporary disruption of service. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under Integrated Accessibility Standards, and this policy, practices, and procedure.

### 4.6.1 PROCEDURES

- If a disruption in service is planned and expected, **GAZZOLA PAVING LIMITED** will provide notice as far in advance of the disruption as possible, as persons with disabilities may require considerable time to make alternative arrangements.
- If a disruption is unexpected, **GAZZOLA PAVING LIMITED** will provide notice as soon as possible after the disruption has been identified.
- The notice of disruption will include information about the service that is disrupted, reason for the disruption, the anticipated duration of the disruption, and the description of alternative facilities, services, or alternative mechanisms to access goods or services.
- Depending on the nature of the disruption, notice will be given by posting the information at a conspicuous place (e.g., on a washroom door) and on the front door of the main entrance.
- Power outages do not require notice. However, if the disruption has a significant impact on people with disabilities, **GAZZOLA PAVING LIMITED** will provide the notice of disruption in an appropriate manner as soon as possible.
- From time to time **GAZZOLA PAVING LIMITED** may not have direct control over facilities or services. In these circumstances **GAZZOLA PAVING LIMITED** will endeavour to work with the organization that does have control over the facility in order to ensure a notice of temporary disruption is posted.



## 4.7 FEEDBACK POLICY

**GAZZOLA PAVING LIMITED** welcomes feedback as it encourages continuous service improvements. Feedback about the delivery of services to persons with disabilities will be received by telephone, in writing by post, email, through our website or in person.

The purpose of this Policy and Procedure is to implement a process for individuals to provide feedback on how **GAZZOLA PAVING LIMITED** provides goods and services to people with disabilities, responds to any feedback, and takes action on complaints/suggestions as is required by the Integrated Accessibility Standards. Feedback provides **GAZZOLA PAVING LIMITED** with the opportunities to learn, improve, and acknowledge performance. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of the managers and supervisors to ensure that all employees follow the guidelines and procedures set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under the Integrated Accessibility Standards, and this policy, practices, and procedure.

### 4.7.1 PROCEDURES

- Feedback will be communicated to **GAZZOLA PAVING LIMITED** via telephone, email, post, through our website, or in person.
- If an individual indicates that he/she would like a response, **GAZZOLA PAVING LIMITED** will address that individual's concerns in a timely fashion.
- **GAZZOLA PAVING LIMITED** will record any feedback received and actions taken.

## 4.8 TRAINING POLICY

**GAZZOLA PAVING LIMITED** will provide training to all employees. Training will be provided as soon as practicable after an individual is hired and assumes responsibilities and will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the Integrated Accessibility Standards;
- Information regarding **GAZZOLA PAVING LIMITED's** policies, practices, and procedures relating to the Integrated Accessibility Standards;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing **GAZZOLA PAVING LIMITED's** goods or services;
- How to interact with people with disabilities who use an assistive device, service animal, or support person.

The purpose of this Policy and Procedure is for **GAZZOLA PAVING LIMITED** to provide training to all employees. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines and procedures set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under the Integrated Accessibility Standards and this policy, practices, and procedure

### 4.8.1 PROCEDURES

- All employees will be trained immediately upon hiring. Employees will be trained on an ongoing annual basis and when changes are made to the policies, practices, and procedures, or current legislation.
- A copy of the training material will be filed accordingly. Certificates will be kept in the employees file upon completion of training.

## 4.9 DOCUMENTATION AND ANNUAL FILING POLICY

Documents required by the Integrated Accessibility Standards are available upon request. When providing a document to a person with a disability, **GAZZOLA PAVING LIMITED** will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

The purpose of this Policy and Procedure is that, per regulations, **GAZZOLA PAVING LIMITED** is required to post a notice that documents required by the integrated accessibility standard are available upon request and in a format that takes a person's disability into account. This policy applies to all employees and all facilities of **GAZZOLA PAVING LIMITED** in Ontario.

It is the responsibility of managers and immediate supervisors to ensure that all employees follow the guidelines and procedures set out in this policy. Each manager and immediate supervisor is responsible to ensure all employees are trained under the integrated accessibility standard and this policy, practice, and procedure.

### 4.9.1 PROCEDURES

- **GAZZOLA PAVING LIMITED** will provide a notification of availability of documentation on **GAZZOLA PAVING LIMITED's** website.
- In determining a suitable format that takes the individual's disability into account, **GAZZOLA PAVING LIMITED** will work with the individual to determine options in order to provide the document(s) or the information contained in the document(s) in a format that is reasonable and takes the person's disability into account.
- Note that the release of information may be subject to applicable privacy legislation.