

Accessibility Plan – AODA Policy

It is the goal of **Moorefield Excavating Ltd** to ensure an excellent commitment to servicing all customers including people with disabilities. This accessibility plan outlines the policies and actions that **Moorefield Excavating Ltd.** has put in place to improve opportunities for those with disabilities.

Statement of Commitment

Moorefield Excavating Ltd. is committed to ensure that each person with a disability will be considered individually, on a case-by-case basis, in order to determine accommodation requirements. We are dedicated to ensuring the compliance with the Accessibility for Ontarians with Disabilities Act and offering equal opportunities to achieve an environment that removes barriers to accessibility.

Moorefield Excavating Ltd. will take the following steps to make sure all publicly available information is made accessible upon request:

- A post of the Accessibility plan on our website, publicly available to demonstrate our commitment
- If a person with a disability requests, we will work with them to determine how to meet their needs within a reasonable timeframe

Training

Moorefield Excavating Ltd. Will provide training to employees, volunteers, and others who deal with the public or other third parties on their behalf.

AODA training for new employees is included in their on-board orientation training. This training is provided within 5 working days of being hired. All employees will also receive refresher training on an annual basis in order to review any changes that have been implemented, as well as to ensure that all staff are aware of the commitment to the Accessibility for Ontarians with Disabilities Act.

The training will consist of the following:

- Review of the Accessibility for Ontarian's with Disabilities Act
- Review of Moorefield Excavating Ltd.'s accessibility plan
- How to interact and communicate with person with varying types of disabilities
- How to interact with people with disabilities and who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing Moorefield Excavating Ltd.'s services

Staff will also be retrained when changes are made to the Policy

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on parts of our premises that are open to the public.

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.

We will notify customers of this through a notice posted on our premises on the main entrance door area, as well as the information posted and available on our website at www.moorefieldex.ca.

Employment

Moorefield Excavating Ltd. is committed to fair and accessible employment practices. We will accommodate people with disabilities during the recruitment and selection processes. We will take the following steps to develop and put in to place individual accommodation plans and return-to-work processes for employees that are absent due to a disability:

- Posting on our website that accommodations can be made available to those who request it
- Ensure that hiring managers tell prospective employees that accommodations are available through the interview process.
- Work to identify employees that require individual accommodation plans and provide them in accessible formats

Feedback

Customers who wish to provide feedback on the way **Moorefield Excavating Ltd** provides services to people with disabilities may contact us directly. We will review the feedback, investigate the situation, provide a reasonable solution, and respond within 5 business days of reviewing the information.

You may submit a feedback form on our website or contact us directly by phone/email in order to address your concerns.

Contact information	
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