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## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT**

### **PROOF OF TRAINING COMPLETION**

On Friday May 31<sup>st</sup>, 2013 a companywide mandatory training session on the Accessibility for Ontarians with Disabilities Act was held for all David J. Cupido Construction employees. A signed record of each employee in attendance is on file and can be submitted upon request.

### **ACCESSIBILITY STATEMENT & COMPLIANCE LETTER**

Cupido Construction will ensure that all work is completed to meet the accommodation of persons with a disability under the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontarians with Disabilities Act, 2011. All spaces, buildings and products will be accessible to those who require these options. We will provide an environment that can be used by all people by ensuring that entrances and pedestrian routes are wide enough to accommodate wheelchairs, scooters or other mechanical devices. Accessible parking spaces will be clearly marked. Our workplace will be kept in a safe and barrier-free manner to provide safe access to all individuals.

### **INFORMATION AND COMMUNICATION**

Written information and other forms of communication will be made accessible upon request. If accessible information is requested, we will work with the individual on how to meet their needs. This includes Emergency and Public Safety information, employee information and other information regarding Cupido Construction.

### **EMPLOYMENT**

David J. Cupido Construction Ltd. values all of its employees and will accommodate the needs of people with disabilities in our hiring process. Workplace information will be provided in an accessible format if an employee requires it and we will work with the employee on how best to receive the information. This will include emergency information.

### **ACCESSIBLE CUSTOMER SERVICE PLAN**

#### **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

David J. Cupido Construction Ltd. is committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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 the 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.

**Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, David J. Cupido Construction Ltd. 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. The notice will be placed at the entrance of our jobsite.

**Training for Staff**

David J. Cupido Construction Ltd. will provide training to our employees, volunteers and others who deal with the public or other third parties on our behalf. Individuals in the following positions will be trained: all site workers, site supervisors, project managers, shop workers and office staff.

This training will be provided to staff within one month of being hired and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- David J. Cupido Construction Ltd.'s accessible customer service plan
- 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 David J. Cupido Construction Ltd.'s goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback Process**

Customers who wish to provide feedback on the way David J. Cupido Construction Ltd. provides goods and services to people with disabilities can email [info@cupidoconstruction.com](mailto:info@cupidoconstruction.com). Complaints will be addressed by the president or designate within 3 working days.

**Modifications to this or other policies**

Any policy of David J. Cupido Construction Ltd. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

David J. Cupido Construction Ltd. confirms that any final reporting document or other deliverables will be in an accessible format, in compliance with the current requirements set out in the Accessibility for Ontarians with Disabilities Act.