



General Guidelines for Providing Services to Persons with Disabilities

AVL Manufacturing Inc. is committed to ensuring that all levels of management and employees plan, implement, and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities to barrier-free programs, services, and opportunities.

Assistive Devices

Persons with disabilities have the right to use their own assistive devices at all times to obtain, use or benefit from AVL's goods and services. It is the responsibility of persons with disabilities to ensure that their assistive devices are operated safely and controlled. Our employee's responsibility is to oversee a person with disabilities to ensure their health and safety according to our Health & Safety Program while on the property and to take necessary accommodation measures where possible.

Communication

Whenever possible, employees will plan ahead when providing goods, services, programs, and opportunities to ensure that technical devices, which assist communication, are fully operational and appropriate for individuals or groups with disabilities.

Service Animals

AVL Manufacturing Inc. welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities. The person will be permitted to enter the facility with the service animal and be permitted to keep the animal with her/him unless the animal is excluded by law from the premise or concerns for their health and safety.

Support Persons for Persons with Disabilities

Support persons will be permitted access to all services, programs, and opportunities while supporting a person with a disability.

Emergency Evacuation

As an employer, we must keep our Employees, Customers & Visitors safe while on Company property, especially during an emergency. Our employee's responsibility is to oversee persons with disabilities to ensure their health and safety according to our Health & Safety Program and take necessary measures to assist with a safe exit during an emergency where possible.

Resident and Visitor Feedback and Complaints

Management will make available to persons with disabilities various methods for providing feedback, complaints, and compliments. Contact the Main Office Reception 905-545-7660 or email Peter Scott (Director of Operations) at psscott@avlmfg.com. For immediate on-site assistance, please contact the Main Office Reception.