

ACCESSIBILITY POLICIES

1499817 Ontario Limited (Wooden Heads)

Effective Date: January 2026

Applies to: All employees, managers, and the public

Number of employees: 53

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1. Commitment to Accessibility

Wooden Heads is committed to providing goods and services in a way that respects the dignity and independence of people with disabilities. We are dedicated to ensuring equal opportunity and integration for all individuals and comply with the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and the **Integrated Accessibility Standards Regulation (IASR)**

We will make reasonable efforts to ensure that our policies, practices, and procedures are consistent with accessibility principles.

2. Accessible Customer Service

We are committed to providing accessible customer service to all individuals, including people with disabilities. Our staff will communicate with customers in ways that take into account individual accessibility needs.

Employees will be trained on:

- How to interact with people with various disabilities
- How to interact with people using assistive devices
- What to do if a person is having difficulty accessing goods or services

3. Accessible Communication & Formats

Wooden Heads will communicate with individuals with disabilities in ways that consider their accessibility needs.

Accessible formats and communication supports are available upon request. We will consult with the individual making the request to determine the most appropriate format or support.

Requests can be made by contacting:

whead@cogeco.ca

4. Feedback Process

We welcome feedback regarding accessibility and how we provide goods and services to people with disabilities.

Feedback may be provided:

- In person
- By email
- By other accessible means upon request

All feedback will be directed to management and responded to in a timely manner.

Accessible formats and communication supports will be available upon request.

whead@cogeco.ca

5. Service Animals & Support Persons

Service animals are welcome in areas of our premises that are open to the public, unless otherwise excluded by law.

Support persons are permitted to accompany individuals with disabilities at all times.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to facilities or services used by people with disabilities, we will provide notice that includes:

- Reason for the disruption
- Anticipated duration
- Description of alternative services, if available

Notice will be provided in accessible formats where possible

*See appendix B for a sample notice

7. Training Policy

Wooden Heads provides training to all employees and managers on:

- The requirements of the AODA
- The Ontario Human Rights Code as it relates to people with disabilities

Training is provided:

- As soon as practicable after hire
- When changes are made to accessibility policies

Training records are maintained and include:

- Dates of training
- Number of employees trained
- Training Content

*See appendix A for the training log

8. Recruitment, Hiring & Employment Accessibility

We are committed to fair and accessible employment practices.

Recruitment

- Job postings will state that accommodations are available upon request during the hiring process.

Hiring Process

- Applicants will be informed that accommodations are available during interviews and assessments.
- We will consult with applicants to provide suitable accommodations.

Successful Applicants

- Offers of employment will include notification of workplace accommodation policies.

Employees

- Individual accommodation plans and return-to-work processes will be provided where required.
- Performance management, career development, and redeployment processes will consider accessibility needs.

*Sample job ad and offer wording included in Appendix B

9. Workplace Emergency Response Information

Individualized workplace emergency response information will be provided to employees with disabilities where required.

If no such accommodations are required, this will be noted. Information will be reviewed if:

- The employee moves work locations
- Overall accommodations change
- Emergency plans are reviewed

10. Availability of Policies

These accessibility policies are available upon request in accessible formats.

Requests may be made by contacting:

whead@cogeco.ca

APPENDIX A – Training Record Log

Date	Training Name	Number of Employees	Delivered By
Jan 2026	AODA & OHRC Training	53	Ontario Online Tr.

APPENDIX B- Sample Templates

Sample Job Ad Wording

Wooden Heads is committed to accessibility. Accommodations are available upon request during the hiring process.

Sample Offer Letter Wording

“We are committed to providing accessible employment practices. Accommodation is available upon request.”

Sample Temporary Disruption Notice

“Notice: Temporary disruption to (service/facility).

Reason: (reason).

Duration: (date)

Alternative arrangements: (if applicable).”