AODA Policy

Accessibility for Ontarians with Disabilities Act 2005

Heath & Sherwood 1964 Limited is committed to welcoming all business sectors and visitors including people with disabilities.

We will ensure that our staff recognizes and is familiar with various assistive devices that may be used by individuals with disabilities when accessing our facility. We will communicate with people with disabilities in ways that take into account their disability.

We welcome people with disabilities and their service animals. Service animals will be allowed on a specific part of our business office premise, provided the documented procedure is followed in our customer service standard.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. No fees will be charged for that support person.

Heath & Sherwood will provide training to all its employees.

Training and any upgrading will be provided to all current staff. New hires will be trained within one month of hiring. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the applicable requirements of the accessibility service standard
- Heath & Sherwood's plan related to the accessibility service standard.
- 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
- How to recognize the various equipment or devices, which may be used by someone disabled, allowing us to communicate, help or assist people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Heath & Sherwood facility.

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

Individuals who wish to provide feedback including complaints are welcome and can be assisted by the various communication contacts listed in our AODA Standards Service Plan.

Availability of the complete AODA Standards Service Plan can be found on the Heath & Sherwood web site. This is also listed on our Standards Service Plan

Any aspects of our AODA Policy or Service Plan that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

We trust that all employees, management and supervision will make efforts to communicate, respect, and assist with any disabled person venturing on our premise.

Lucas Robson — January 2026

Operations Manager