Heath & Sherwood 1964 Limited
AODA Standards Service Plan

January 2026

The nature of our business at Heath & Sherwood 1964 Limited does not cater directly to the general public for goods or services.
We do, however, get individuals from other business sectors, such as:

- Salespersons
- Delivery Service
- Courier Service
- Visitors

We recognize that individuals providing services to Heath & Sherwood may have disabilities. Furthermore, a person with a disability may venture to our premises or perhaps one of our employees may inherit a temporary or permanent disability. Regardless, we will train our employees to recognize the various equipment and devices used by people with disabilities and most importantly understand how to communicate with them and provide help or assistance while maintaining the principles of respect, dignity, integration and equality of opportunity to all parties and people with disabilities. Training will be provided to all employees through online videos and training resource literature provided by the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

1) Meeting Place

- The designated meeting place in our Kirkland Lake office, for conducting business with people with disabilities will be in the office trailer conference room. This room is located approximately twenty feet to the immediate left of the office trailer main entrance door. The sign in book is located at this entrance.

2) Service Animal Procedure
We can appreciate the benefit of service animals for disabled people; however, no one can predict the actions of any animal regardless of how well they've been trained. We must always consider this and respect the rights of those employees who have a fear of these animals.
If a person comes into our premises with a service animal the following procedure must be followed:

- We would hope that this person gives us advance notice that they have a disability and service animal.
- Via prearrangements or through one of our employees, a member of the AODA Committee will be notified.
- A committee member will advise employees, most importantly those with fear of animals, that a service animal will be coming into our building
- This person, along with their service animal will be directed into our office trailer conference room and additionally be signed into the office.
- Upon conclusion of business a committee member will escort this person to their means of travel and sign this person out.
- Immediately notify employees that the service animal is no longer in the building

3) Support Persons

- Via prearrangements or through one of our employees, a member of the AODA Committee will be notified.
- This support person will be signed into the office and directed into our office trailer conference room.
- Upon conclusion of business a committee member will sign out with this person and direct them out of the building.
- No fees will be charged to the support person.

4) Difficulty in Accessing the Facility

- As requested, upon advisement to the rep, the AODA Committee Reps will assess, direct and provide adequate measures to ensure any person with a disability of easy access to our facility.

5) Employment

Heath & Sherwood is committed to fair and accessible employment practices. We will take steps to notify the public and staff that, when requested, Heath & Sherwood will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Heath & Sherwood will develop and put in place a process for developing individual accommodation plans and return-to-work policies

for employees that have been absent due to a disability. We will ensure the accessibility needs of employees with disabilities are considered if Heath & Sherwood uses performance management, career development and redeployment processes.

6) Training

- Training will involve a review of our:
  - Policy
  - Reading of our Service Plan and the associated training literature provided by (AODA)
  - Watch and review the online training videos provided by (AODA)
  - Record the name of the person and training date
- New updates will be implemented and added to our Service Plan. All employees will be made aware of these updates.
- Take other relevant training modules
- The implementation of this AODA program will be initiated with our Health and Safety Policies and program. This is always available and accessible to our employees.
- This AODA program will be reviewed
  - annually by the Operations Manager for updating our Policy Statement and signing off.
  - every 3 years by all employees, and a record of this training will be documented.
- All employees will be trained to understand and recognize the process; however, the following people will be named to our AODA Committee who will take the responsibility in directing any disabled person on our premise. In all cases employees are to notify one of the following names listed, should a disabled person and support person need assistance.

  - **From our Shop**
    - Meagan McLaughlin
    - Mikael Carrier
  - **From our Admin / Eng Office**
    - Lucas Robson
    - Kasey Rosko
    - Nicholas McGonigal
    - Marc Bernatchez
- Training on specific equipment or devices will be conducted as needed through one of our local service providers.

7) Notice of Availability and Contact

- Heath & Sherwood will post the AODA program on our web site, available to vendors or visitors at www.heathandsherwood.com

- The Heath & Sherwood general email is; info@heathandsherwood.com general inquiries can be sent to the attention of any of the listed Committee Reps.

- Contacts, phone number, extensions and emails are as follows:

  - Telephone …….. 1 705 567-5313
  - Lucas Robson ……..…... Operations Manager (ext 132) lrobson@heathandsherwood.com
  - Kasey Rosko ……. Finance and Administration Manager (ext 130) krosko@heathandsherwood.com
  - Meagan McLaughlin …….. Production Manager (ext 183) mmclaughlin@heathandsherwood.com
  - Mikael Carrier ……... Fabrication Shop Supervisor (ext 181) mcarriere@heathandsherwood.com
  - Marc Bernatchez ……..….. Manager of Engineering (ext 141) mbernatchez@heathandsherwood.com
  - Nicholas McGonigal … Head of Project Management (ext 145) nmcgonigal@heathandsherwood.com

- Mailing Address:
  - 512 Government Road West
  - Kirkland Lake, ON
  - Box 340
  - P2N 3J2

8) Feedback

- Anyone wishing to provide feedback regarding our AODA program including complaints can direct their comments via any of these three ways listed, Email / Phone / Mail. These comments can be directed to the attention of Lucas Robson – Operations Manager.
- A form is available “Accessible Customer Service Feedback Form” located on our website.
- A response can be expected within 5-7 working days.
- Should that person not be satisfied with the response, they may contact Mr. Peter Marinigh- President. (705 567 5313 ……. Ext 101)

9) Notice of Disruption

- Notice for access disruptions will be given for any pre-arranged visits. Additionally, disruptions will be posted on our website expanding on the reasons, duration and alternatives for notifications when needed. Internally we will advise the committee and employees verbally and as a posted memo on each of the facilities bulletin board. These boards are located in the Admin-Eng office, shop lunchroom and the shop breezeway.

10) Modifications

- Modifications or changes needed to this policy that do not respect and promote the dignity and independence of people with disabilities will be modified or removed by the Operations Manager.