



ACCESSIBILITY PLAN AND POLICIES

This accessibility plan outlines the policies and actions that Stern Laboratories Inc. will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Stern Laboratories Inc. is committed to excellence in serving all customers including people with disabilities. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities.

ASSISTIVE DEVICES

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customer with disabilities while accessing our services. We will do so by meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

COMMUNICATION

Stern Laboratories Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

SERVICE ANIMALS AND SUPPORT PERSONS

We welcome people with disabilities who are accompanied by a support person or their service animals. Service animals are allowed on the parts of our premises that are open to the public.

NOTICE OF AVAILABILITY AND TEMPORARY DISRUPTION

Stern Laboratories will notify the public that our policies are available upon request by posting such information on the website. In the event of a planned or unexpected disruption of access to our premises for customers with disabilities, Stern Laboratories Inc. will notify such customers promptly by e-mail or other means acceptable to customers.

TRAINING

Stern Laboratories Inc. will provide training to all staff that deal with members of the public (customers and suppliers) these will include Managers, Supervisors and Project Engineers, Administrators as well as all those that are involved in the development and implementation of policies and procedures. All employees that meet this requirement of dealing with members of the public will be trained on accessibility legislation. The training will include a Power Point slide demonstration followed by a quiz where 80% is required to pass.

FEEDBACK PROCESS

Customers who wish to provide feedback are welcome to do so by mail, telephone, fax, email or in person by contacting Laboratory Manager, Richard Sawala. Customers can expect to receive our response within three working days. All publicly available information is readily accessible and will be provided as required.

This or other policies that do not address the dignity and independence of people with disabilities will be modified as required.

Please contact Richard Sawala for any further information on this plan at:

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