



Canuck Compounders Inc.  
180 Sheldon Drive  
Cambridge, ON N1R 6V1

## AODA POLICY

### (Accessibility For Ontarians With Disabilities Act)

Canuck Compounders Inc. is committed to excellence in serving all customers including persons with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other clients.

#### **Service Animals**

Service animals are allowed into the areas of our facilities that are open to our Customers and Suppliers.

#### **Support Persons**

Support Persons are allowed to accompany persons with disabilities into the areas of our facilities that are open to our Customers and Suppliers.

#### **Communication**

Accessible customer service requires staff to overcome and find ways around different barriers that customers may have. Canuck Compounders staff will communicate with people with disabilities in ways that take into account their disabilities.

For those with hearing impairment, Canuck Compounders can be contacted by E-Mail at [www.canuckcompounders.com](mailto:info@canuckcompounders.com)

#### **Emergency Evacuation Procedures**

Persons requiring accommodation in the event of an emergency evacuation should notify the immediate staff on site at Canuck Compounders. The office facility contacts will be the Reception/AP, Controller or Customer Service employees. The Plant contacts will be the Production Manager, Production Supervisor or VP Operations.

## **Notice to Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Canuck Compounders will notify customers promptly. A clearly posted notice will include information about the reasons for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted at the point of service or facility disruption.

## **Feedback Process**

The ultimate goal of Canuck Compounders is to meet expectations while serving Customers with disabilities. Comments on our products, goods and services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Canuck Compounders provides products, goods and services to people with disabilities can be made to John Wilkie, Vice President of Operations & Human Resources by phone at 519-621-6521 (extension 231) or email [johnw@canuckcompounders.com](mailto:johnw@canuckcompounders.com)

All feedback will be directed to clients/customers will be responded to in 10 business days.

All information will remain confidential.