



ACCESSIBILITY POLICY

As Required by the Accessibility for Ontarians with Disabilities Act (AODA 2005)

The following policy, practices and procedures have been established by ADI to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, "Accessibility Standards for Customer Service."

Our mission

The mission of Aardvark Drilling Inc. (ADI) is to ensure that its policies, practices, and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to people with disabilities.

Our commitment

In fulfilling our mission, ADI always strives to provide its goods and services in a way that respects the dignity and independence of people 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 customers.

Providing goods and services to people with disabilities

ADI is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

When communicating with a person with a disability, ADI will communicate in a manner that takes into account the person's disability.

Telephone services

ADI will provide a fully accessible telephone service to our customers. Staff will communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by email, if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

ADI recognizes that some individuals with disabilities use assistive devices in order to access our services. ADI will permit these individuals to use their assistive devices to obtain, use or benefit from our services.

Should an individual with a disability be unable to access the ADI services through the use of their own personal assistive device, ADI will determine service delivery and potential service options to meet the needs of the individual.

GUELPH

25 Lewis Rd. Unit C
Guelph, ON N1H 1E9
519.826.9340

OTTAWA

100 Industrial Avenue, Unit 1
Carleton Place, ON K7C 3T2
343.883.2199

safe. reliable. professional.

www.aardvardrillinginc.com
877.726.9340 (toll free)

Billing

ADI is committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or by email.

ADI will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service Animals

ADI recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the parts of our premises that are common areas (public access) and to keep the animal with them.

Support Persons

ADI further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter the premises together with the support person and will not be prevented from having access to the support person while on our premises.

Notice of Temporary Disruption

ADI will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted on the premises.

Staff Training

ADI will provide training to applicable staff about the provision of services to persons with disabilities and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures. New staff will be trained within the 90-day probationary period.

Training will include the following:

- The purpose of the AODA, and its requirements
- How to interact and communicate with people with various types of disabilities

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- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the ADI services.
- ADI policies, practices and procedures relating to the customer service standard.

Feedback Process

The ultimate goal of ADI is to meet and surpass customer expectations while serving persons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the ADI provides goods and services can be made by email, verbally, or in writing. All feedback will be made to:

Aardvark Drilling Inc. (Main Office)
25-C Lewis Road, Guelph, Ontario, N1H 1E9
Attn: Office Manager

By Phone: 519.826.9340

By Fax: 519.826.9108

By Email: info@aardvarkdrillinginc.com
Subject Line: Feedback

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the implications to all parties.

Any ADI policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Copies of this Policy

ADI recognizes that persons with disabilities use methods other than the standard print to access information. If ADI is required to give a copy of this policy to a person with a disability, it shall be provided in a format that takes into account the person's disability.

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