

Accessibility for Ontarians with Disabilities Policies and Procedures



Accessibility for Ontarians with Disabilities Act Compliance Plan	
Management Review	
<i>Reviewed by: Adriana Pacurariu</i>	<i>Approved by: Sergio Manarin</i>
<i>Date: March 11, 2024</i>	<i>Date: March 11, 2024</i>

Purpose

The purpose of our policies is to recognize and address the increasing demographic of Ontarians with disabilities, acknowledging the projection that the older population will double in the next 25 years. Our aim is to meet their needs proactively.

Statement of Organizational Commitment

Donald Contracting/Humberline Group is firmly committed to the principles of the AODA, aiming for accessibility in goods, services, facilities, and employment by January 1, 2025. Our Multi-Year Accessibility Plan guides our efforts in identifying, removing, and preventing barriers to accessibility.

Roles and Responsibilities

Our approach involves clear roles:

Senior Management ensures annual compliance and policy review.

HR Manager support policy updates and training.

Supervisors oversee staff training and monitor for areas of improvement.

Employees are expected to understand and follow our accessibility policies and engage in required training.

Definitions

This section provides essential definitions related to disabilities, as outlined by the AODA and the Ontario Human Rights Commission, ensuring a shared understanding across our organization.

Disability:

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- a) A condition of mental impairment or a developmental disability,
- b) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).
- f) Ontario Human Rights Commission/Accessibility for Ontarians with Disabilities Act, 2005.

Customer Service Standard

We have aligned our policies and procedures with the AODA's Customer Service Standard to ensure that all goods and services are provided with respect, dignity, and equality to people with disabilities.

Assistive Devices

We welcome and accommodate individuals using assistive devices, ensuring they can access our services effectively.

Communicating to Individuals with a Disability

Our communication strategies consider the individual's disability to ensure clear, two-way communication, adapting our methods based on the person's needs.

Service Animals and Support Persons

We support the presence of service animals and support persons, allowing them access to all public areas of our premises and ensuring their integration into our workplace and service areas.

Temporary Disruption of Service

In case of service disruptions, we commit to providing timely notice, including the reasons and expected duration, to minimize inconvenience to people with disabilities.

Feedback Process

Our feedback process is accessible, inviting comments on our services' accessibility through multiple channels, ensuring responsiveness to community needs.

Training

Comprehensive training on the AODA standards and the Human Rights Code is mandatory for all employees and volunteers, emphasizing our commitment to continuous improvement and compliance.

Policy Modifications

Any policies not upholding the dignity and independence of people with disabilities will be reviewed and amended to align with our organizational commitment to accessibility.

Communication of Documents

Notices regarding the availability of our policies in accessible formats are prominently posted, ensuring transparency and accessibility.

By incorporating these revisions, your Accessibility Policies will not only be in compliance with the AODA but also reflect a commitment to inclusivity and continuous improvement in accessibility practices across your organization.

Evaluation

Suggestions and feedback will be used to evaluate the effectiveness of the program along with annual review of all policies.

Integrated Accessibility Standards Regulation (IASR)

We provide information and services in a manner considerate of the user's disability, offering accessible formats upon request.

Employment Standards

We follow fair and accessible employment practices, from recruitment to career development, ensuring accommodations for employees with disabilities.

Recruitment

The Company will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the bona-fide requirements for the open position. Applicants need to make their requirements known when contacted. The Company will also ensure that third party recruitment agencies are AODA compliant and are asking if accommodation is required when scheduling interviews on our behalf.

- ❖ Job postings and emails to candidates will notify them of the accommodation available upon request
- ❖ When making offers of employment, the Company will notify the successful applicant of its accommodation process for employees with disabilities.
- ❖ New hires will be oriented on the first day of employment of their ability to seek accommodation for information and communication.

Informing Employees of Supports

The Company will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, the Company will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, the Company will consult with the employee making the request. Furthermore, the Company uses a variety of ways, wherever possible, to make communications more accessible by:

1. Considering the needs of people with disabilities during the planning stage of services and communication development. Using plain language to make a document easier to read for people with certain learning disabilities.
2. Offering information in alternate formats, on request:
 - ❖ Hand-written or typed information back and forth
 - ❖ Voice recording
 - ❖ Printed hand-outs of commonly used information

- ❖ Large print
- ❖ E-mail as an alternate channel to provide accessible communication

Workplace Emergency Response Information

The Company will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and if the Company is aware of the need for accommodation due to the employee's disability. The Company will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Company will, with the consent of the employee, provide the workplace emergency response information to the person designated by Company to provide assistance to the employee.

The Company will review the individualized workplace emergency response information when the employee moves to a different location in the organization, or when the employee's overall accommodation needs or plans are reviewed.

Documented Individual Accommodation Plans

The Company will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

The Company will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps that the Company will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

The Company will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Design of Public Spaces Standard

Future public spaces will be designed to be accessible, including accessible parking and barrier-free paths.

For More Information & Accessible Web Site

Our accessibility plan and policies are available in alternate formats upon request. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

For more information on Company's AODA program, visit us at:

<http://www.donaldgroup.ca/aoda.html>

For additional inquiries, contact the HR Manager – Adriana Pacurariu at:

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