

# Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan



**2020**

<b>Accessibility for Ontarians with Disabilities Act Compliance Plan Management Review</b>	
<i>Reviewed by:</i> <i>Alex Petrozzi</i>	<i>Approved by:</i> <i>Chris Economou</i>
<i>Date:</i> <i>January 13, 2020</i>	<i>Date:</i> <i>January 13, 2020</i>

### References

<b>Accessibility for Ontarians with Disabilities Act Compliance Plan</b>
Accessibility for Ontarians with Disabilities Act, 2005
(AODA) Workplace Safety and Insurance Act, 1997
Duron Ontario Ltd. Health and Safety Manual
Royal Bank, 2000

## Table of Contents

<b>Duron Ontario Ltd. Accessibility for Ontarians with Disabilities Act Compliance Plan</b>	
<b><i>Content</i></b>	<b><i>Page</i></b>
Management Review	21
References	2
Table of Contents	3
Purpose	4
Statement Of Organizational Commitment	4
Roles and Responsibilities	5
Senior Management	5
Occupational Health and Safety Manager	5
Supervisor	5
Worker	5
Definitions	6
The Customer Service Standard	6
Assistive Devices	6
Communicating to Individuals with a Disability	7
Service Animals	7
Support Persons	8
Temporary Disruption of Service	9
Process to Receive and Respond to Feedback	9
Training	10
Modification to Policies	10
Posting of Documents & Communication	10
Evaluation	10
Integrated Accessibility Standards Regulation	11
Employment Standards	11
Recruitment	11
Informing Employees of Supports	11
Accessible Forms and Communication Supports for Employees	12
Workplace Emergency Response Information	12
Documented Individual Accommodation Plans	12
Return to Work Process	12
Performance Management, Career Development, Advancement & Redeployment	13
Design Of Public Spaces Standard	13
For More Information & Accessible Web Site	13

## Purpose

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing.

“In 20 years, one in five Ontarians are likely to have some kind of disability compared with approximately one in seven today. 10 – 20% of the general population has hearing loss; 50% of people over 65 have hearing loss. 600,000 Canadians have self-identified as having vision loss. 6% of people with physical disabilities use a wheelchair. 70% of disabilities are hidden and often forgotten. Many of our veterans have disabilities. Men and women, who want to carry on their life activities with friends and family, will demand access to do so. It is projected that the older population will double in the next 25 years” (Source: Royal Bank, 2000).

## Statement of Organizational Commitment

### Statement:

Duron Ontario Ltd. is supportive of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its objective of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. We are also committed to the Multi-Year Accessibility Plan. As such, we will be identifying, removing and preventing barriers that clients, employees, and members of the public may face when interacting with Duron Ontario Ltd.

### Commitment:

The following outlines the organization’s vision that all clients, employees and members of the public are provided with a barrier-free environment that supports each individual.

### Overview:

- ❖ Ensuring we provide people with disabilities the ability to enter all of Duron Ontario Ltd.’s premises and reach their destinations without encountering any barriers
- ❖ Ensuring that people with disabilities receive our services without encountering barriers
- ❖ Ensuring that people with disabilities are able to work without encountering barriers
- ❖ Incorporating accessibility into Duron Ontario Ltd.’s policies and practices
- ❖ Ensuring Duron Ontario Ltd. notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes
- ❖ When posting current job opportunities, noting that accommodations will be made available upon request

- ❖ When making offers of employment, notifying the successful applicant of Duron Ontario Ltd.'s policies for accommodating employees with disabilities upon request

Duron Ontario Ltd.'s accessibility plan outlines the measures that we will take to identify, remove and prevent barriers to people with disabilities who work at our sites or for members of the public. It will also detail our strategy to ensure compliance with accessibility legislation. This policy is posted on our website to ensure that this plan is available to the public. Also, this policy will be reviewed annually to ensure the contents stay current with updated legislation.

## **Roles and Responsibilities**

### **Senior Management:**

- ❖ Review and revise the policies and procedures on an annual basis
- ❖ Ensure the company is in compliance with AODA requirements

### **Occupational Health and Safety Manager**

- ❖ Provide assistance to senior management in review and revision of the Health & Safety Policy Statement
- ❖ Conduct Duron Ontario Ltd. specific training on AODA along with site specific training

### **Supervisor**

- ❖ Ensure that employees providing customer services participate in the company specific training at the time of hire
- ❖ Notify Senior Management of any areas that require improvement

### **Worker**

- ❖ Be familiar with and adhere to the Company's policies and programs
- ❖ Participate in the Company's AODA training

## Definitions

### *Disability:*

- a) 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,
- b) A condition of mental impairment or a developmental disability,
- c) 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

Duron Ontario Ltd. has had a long-standing commitment to accessibility for members and visitors with disabilities. The AODA Customer Service Standard now mandates a requirement to meet the needs of persons with disabilities with clearly defined policies and procedures by January 25<sup>th</sup>, 2015.

In preparing for the compliance requirements, Duron Ontario Ltd. has made reasonable efforts to ensure that its policies and procedures are consistent with the following principles, as defined by the Customer Service Standard, AODA:

- ❖ All goods and services at Duron Ontario Ltd. will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.
- ❖ Integration and Equal Opportunity: service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality.

## Assistive Devices

Duron Ontario Ltd. is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

## Procedures

We ensure that those members and visitors who use assistive devices are welcome and accommodated, if required.

## Communicating to Individuals with a Disability

### Policy

Duron Ontario Ltd.'s policies and procedures take a person's disability into account when communicating with the individual. Two-way communication is a process of providing, sending, receiving and understanding information. To communicate in an effective way, Duron Ontario Ltd. considers how the disability affects the way that the person expresses, receives or processes communications. Where possible, Duron Ontario Ltd. asks the member directly what is the best way to communicate with them.

### Procedures

Duron Ontario Ltd. uses a variety of ways, wherever possible, to make communications more accessible by:

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.

Offering information in alternate formats, on request:

- ❖ Hand-written or typed information back and forth
- ❖ Braille
- ❖ Voice amplifiers
- ❖ Printed hand-outs of commonly used information
- ❖ Large print
- ❖ E-mail as an alternate channel to provide accessible communication

## Service Animals

### Policy

Duron Ontario Ltd. is committed to welcoming people with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a client, employee, visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys, etc. Duron Ontario Ltd. ensures that all employees are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

## Procedures

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. Duron Ontario Ltd. does enforce a general By-law that does not permit pets on the premises, including Duron Ontario Ltd. property surrounding the building. Service animals are not considered pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a cane or a wheelchair.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Duron Ontario Ltd. premises open to the public.

- ❖ If the service animal is causing a disturbance or attacks members/visitors, the person and accompanying service animal may be required to leave the area or Duron Ontario Ltd. premises
- ❖ The owner is responsible to clean up after the service animal

Duron Ontario Ltd. anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all members, visitors, staff, volunteers and service animals in mind.

## Support Persons

### Policy

Duron Ontario Ltd. is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Duron Ontario Ltd. premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Duron Ontario Ltd. premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

### Procedures

Members and visitors are informed of this through Duron Ontario Ltd. communication to the public.

## Temporary Disruption of Service

### Policy

Duron Ontario Ltd. is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within Duron Ontario Ltd.'s control or knowledge. Duron Ontario Ltd. makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

### Procedures

The notice is made available for broadcasting news and updates through the following networks, as appropriate:

- ❖ Telephone recordings
- ❖ Temporary signage

In the event of an unexpected disruption, advance notice is not possible. In such cases, Duron Ontario Ltd. provides notice, as soon as possible, through its communication networks.

## Process to Receive and Respond to Feedback

### Policy

Duron Ontario Ltd. has a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities. Duron Ontario Ltd. will provide feedback by arranging for accessible formats and communication supports upon request of the individual.

### Procedures

Individuals with disabilities can offer their feedback in the following ways:

- ❖ E-mail and telephone, (re-directed, as required, to the appropriate response employee)
- ❖ Through the Duron Ontario Ltd. Safety Suggestion Box
- ❖ In writing where correspondence is re-directed to the appropriate response employee
- ❖ In person to Duron Ontario Company Ltd.'s Management

The member is requested to provide their name and contact information (phone and/or e-mail). Once feedback is received, the following actions are taken to respond.

1. The feedback is directed to the appropriate person for action.
2. The feedback is assessed for appropriate action (note: the customer service standard does not require a response to be provided for all feedback).
3. Members/visitors who provide feedback can expect an answer within five business days.

## Training

### Policy

Duron Ontario Ltd. provides training to all employees, volunteers, all those who are involved in the development/approvals of customer service policies and procedures on providing goods and services to clients/visitors with disabilities. Duron Ontario Ltd. ensures that third party and others, who deal with the public, have the required AODA training. The training will consist of the requirements of the accessibility standards and on the *Human Rights Code* which are appropriate to the duties of the employees, volunteers and other persons. All persons will be trained as soon as practicably possible. Training is recorded for staff and includes name, date and content. Re-training will be mandatory when new updates to the policies have been made.

## Modification to Policies

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

## Communication & Posting of Documents

### Policy

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

### Procedures

Documents are available through the following networks, as appropriate:

- ❖ Company website
- ❖ Signage
- ❖ Health & Safety Bulletin Board at Head Office

## 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)

When communicating or providing information or services to a person with a disability, we at Duron Ontario Ltd. will do so in a manner that takes the person's disability into account. If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs – at no additional cost to them. If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

## Employment Standards

Duron Ontario Ltd. is committed to fair and accessible employment practices. Duron is a respectful, caring, and inclusive workplace. We are committed to championing accessibility, diversity and equal opportunity.

## Recruitment

Duron Ontario Ltd. 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. Duron Ontario Ltd. 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, Duron Ontario Ltd. 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

Duron Ontario Ltd. 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, Duron 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, Duron will consult with the employee making the request.

### **Workplace Emergency Response Information**

Duron 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 Duron is aware of the need for accommodation due to the employee's disability. Duron will provide this information as soon as practicable after becoming aware of the need for accommodation.

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

Duron 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**

Duron Ontario Ltd. 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**

Duron Ontario Ltd. 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 Duron 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**

Duron Ontario Ltd. 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**

Duron Ontario Ltd. will ensure the design of public spaces will be accessible for all. Some examples include – but not limited to:

- ❖ Accessible sidewalks that are free of barriers and wide enough to move around
- ❖ Wider accessible parking spaces for people with mobility limitations
- ❖ Posting of signage

## **For More Information & Accessible Web Site**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities; in the areas of information, communications and employment. The format of the accessibility plan and website is available in alternate formats upon request. The Duron Ontario Ltd. website and web content will be entirely accessible by January 1, 2021. Duron will be in compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

For more information view the Duron Ontario Ltd. website at:

<http://www.duron.ca/safety.html>

For additional inquiries contact the Occupational Health & Safety Manager – Alex Petrozzi at:

Phone: **416-985-1684**

Email: [apetrozzi@duon.ca](mailto:apetrozzi@duon.ca)