

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Multi-Year Accessibility Plan

INTRODUCTION

It is Maple Reinders policy to maintain a professional work environment that is safe and respectful, where everyone is treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with Maple Reinders.

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) with the goal of making the Province of Ontario accessible by 2025. With this legislation comes phased in accessibility standards that businesses and organizations in Ontario must embrace, and commit to meeting, so that people with disabilities have more opportunities to participate in everyday life. Maple Reinders strives to meet accessibility and accommodation requirements as prescribed in the AODA.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out accessibility standards which include:

1. Customer Service,
2. Employment,
3. Information and Communication,
4. Transportation (not applicable to Maple Reinders), and;
5. Built Environment.

This policy is available in alternate formats upon request.

STATEMENT OF COMMITMENT

Maple Reinders commits to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation (191/11) (IASR).

INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR)

In accordance with the IASR, the Customer Service Policy was developed to address how Maple Reinders will achieve accessibility and meet with the requirements of IASR. The Multi-Year Accessibility Plan was developed in accordance with the regulation and it outlines our strategy to address the current and future accessibility goals.

The Customer Service Policy and Multi-Year Accessibility Plan are available to all employees on the companies intranet (the wiki), to the public on the company's website at www.maple.ca, and can be provided in an accessible format, upon request. In accordance with the requirements of the AODA and IASR, Maple Reinders will report accessibility achievements every 3 years, starting in 2014, and will review and update the Multi-Year Accessibility Plan every 5 years, with the first update to occur by the end of 2019.

1. CUSTOMER SERVICE STANDARD

Commitment:

The Accessibility Standard for Customer Service was the first standard to become law as Ontario Regulation 429/07 and took effect on January 1, 2012. Maple Reinders has been in full compliance with this standard since January 1, 2012.

Actions Taken:

The following measures have been implemented by Maple Reinders:

- Development of a Customer Service Standard Policy, which is available on the company's internal intranet
- Should Maple Reinders determine that an assistive device may pose a risk to the health and safety of a person with a disability, or the health and safety of others on the premises, we will offer other reasonable measures to assist the person, where such other measures are available. It is expected that a person with a disability will be responsible and operate their assistive device in a safe and controlled manner at all times.
- Clients and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated.
- If the event of a temporary disruption in one of our facilities or services, the reason for the disruption, anticipated duration, and alternate facilities or services, if any, will be communicated at reception and on our website, or by such other method as is reasonable to the circumstances.
- Training has been provided to all employees on the purpose and requirements of the AODA legislation. Training records are maintained and include the dates of the training and the people trained.
- Maple Reinders has developed feedback processes to respond to inquiries, feedback and/or complaints by phone, email, mail or in person.
- Maple Reinders submitted compliance reports to the Province indicating we had addressed the requirements of the regulation. We continue to ensure compliance with the Customer Service Standard.

Continued & Planned Action:

- Make the Customer Service Standard Policy available on the company's external website by Dec 31, 2014.
- Training is provided to all new employees during the new hire orientation process and on an on-going basis when changes are made to relevant policies and procedures.
- We continue to ensure compliance with the Customer Service Standard by reviewing our policy annually.

2. EMPLOYMENT

Commitment:

Maple Reinders is committed to safe, fair and accessible employment practices for all current and future prospective employees. Maple makes accessibility a regular part of finding, hiring and supporting employees with disabilities wherever possible providing they can meet all the bona fide job requirements without an impact on the safety of themselves and others.

Actions Taken:

The following measures have been implemented by Maple Reinders:

- Information is provided in candidate communications regarding interviews that accommodations are available upon request in relation to the materials or processes to be used.
- Performance management, career development and return-to-work processes take into account the accessibility needs of employees with disabilities.

Continued & Planned Action:

By January 1, 2016, we will have taken the following steps in line with our commitment:

- Develop corporate policies surrounding accommodation and return to work as required. Policies will include steps we will take to accommodate an employee with a disability and to facilitate an employee's return to work.
- Include in the process the manner in which the company or the bargaining agent can request an evaluation by an outside medical or other expert, at the company's expense, to assist in determining if and how accommodation can be achieved.
- Determine the frequency in which individual accommodation plans will be reviewed and updated.
- If an individual accommodation plan is established, ensure they include; individual workplace emergency response information and information regarding accessible formats and communication.
- Let job applicants know that the recruitment and hiring processes will be modified to accommodate their disabilities, if requested (in a job ad, statement on our website or another way).
- Inform applicants about Maple's approach to accessibility and the process to request accommodation due to a disability at the time of the job offer (verbally, in person, by email, or in an offer letter).
- Inform current employees and new hires of policies supporting employees with disabilities to make all employees aware of how the organization will support them if they have a disability – or should they acquire a disability later in their career.
- Review and as necessary, modify current recruitment policies, procedures and processes.
- If an employee or a new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes their accessibility needs into account.

- When providing performance management information to an employee with a disability, Maple will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.
- When providing career development information to an employee with a disability, Maple will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.

3. INFORMATION AND COMMUNICATION

Commitment:

Maple Reinders is committed to making public company information and feedback processes accessible to people with disabilities including conforming to Web Content Accessibility Guidelines.

Actions Taken:

The following measures have been implemented by Maple Reinders:

- Safety and Emergency procedure training is provided as part of employee orientation.
- Procedures are documented in the Health and Safety Manual and reviewed on an annual basis.
- No visitors are allowed on any construction sites without participating in a site orientation and/or being escorted.
- Communication and sharing of information is part of our Crisis Management training which all senior staff have been trained. Ongoing reviews and practices of the policy are held on a regular basis.
- Orientation materials are available in multiple formats (print, video, etc).
- Maple Reinders' new web site conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increasing to Level AA as per requirements.

Continued & Planned Action:

By January 1, 2015, we will have taken the following steps in line with our commitment:

- Ensure that our existing feedback processes are accessible to people with disabilities upon request.
- All new content Maple Reinders website will conform to WCAG 2.0, Level AA protocols by January 2021.

4. TRANSPORTATION

N/A to Maple Reinders. This standard applies to conventional and specialized public transportation providers that operate solely in Ontario.

5. BUILT ENVIRONMENT

Commitment:

Maple Reinders will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to the design of public spaces when building or making major modifications to public spaces including:

- Service-related elements like waiting areas.
- Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off street parking.
- Meeting rooms.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.