



*Service Excellence since 1962*

## **AODA- Multi-Year Accessibility Plan (IASR)**

### **INTRODUCTION AND STATEMENT OF COMMITMENT**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA require that effective January 1, 2013, Bachly Construction, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the following accessibility standards set certain requirements that are applicable to Bachly Construction:

- Customer Service;
- Information and Communications;
- Employment; and
- Accessibility Standards for the Built Environment

This multi-year plan outlines Bachly Construction’s strategy to prevent and remove barriers to address the current and future requirements of the AODA. In accordance with the requirements set out in the IASR, Bachly Construction will:

- Establish, review and update this plan in consultation with persons with disabilities;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

### **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

#### **Commitment:**

Bachly Construction is committed to excellence in serving all customers, including persons with disabilities and it will carry out its functions in a manner which delivers an accessible customer service experience.

Bachly Construction is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

#### **Action Taken:**

The following measures have been implemented by Bachly Construction;

- Ensuring all persons who, on behalf of Bachly Construction, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our customers, are

trained to communicate and provide the best possible customer service to all customers, including persons with disabilities;

- Ensuring staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing Bachly Construction's goods or services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring customers accompanied by a guide dog or other service animal in areas of Bachly Construction open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated. If the support person is assisting the customer participating in a Bachly Construction event or program, but that person is not participating in the event/program on his or her own behalf, the support person is not charged a fee to attend the event/program;
- Providing customers with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at all public entrances on the Bachly Construction premises.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication channels.

## **EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION**

### **Commitment:**

Bachly Construction is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities.

### **Action Taken:**

The following measures have been implemented by Bachly Construction;

- Emergency procedures, plans and public safety information that are prepared by Bachly Construction and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;
- An Accessible Format Request Form was developed and is available to Bachly Construction staff upon receipt of a request from the public for such documentation in an accessible format.

## **WORKPLACE EMERGENCY RESPONSE INFORMATION**

### **Commitment:**

Where Bachly Construction is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

### **Action Taken:**

The following measures were implemented by Bachly Construction;

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required;

- Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
- Where required, Bachly Construction provides assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster;
- These individualized emergency plans have been communicated to the employees' respective managers, on an 'as needed' basis;
- On an ongoing and regular basis, and as per the applicable terms of the IASR, Bachly Construction will review and assess general workplace emergency response procedures and *individualized emergency plans to ensure accessibility issues are addressed.*

## **TRAINING**

### **Commitment:**

Bachly Construction is committed to implementing a process to ensure that all employees, volunteers, third-party contractors who provide goods, services and facilities on Bachly Construction's behalf, and persons participating in the development and approval of Bachly Construction's policies, are provided with appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

### **Action Taken:**

The following measures have been implemented by Bachly Construction;

- Establish an internal committee with the responsibility for developing appropriate training;
- Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, volunteers, third-party contractors who provide goods, services and facilities on Bachly Construction's behalf, and persons participating in the development and approval of Bachly Construction policies;
- Ensure that the training is provided to persons referenced above as soon as practicable;
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

## **INFORMATION AND COMMUNICATION STANDARDS**

### **Commitment:**

Bachly Construction is committed to making company information and communications accessible to persons with disabilities. Bachly Construction will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

## **Feedback, Accessible Formats and Communication Supports**

### **Action Taken:**

The following measures were implemented by Bachly Construction;

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- More broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
  - Provide or arrange for the provision of such accessible formats and communication supports;
  - Consult with the person making the request to determine the suitability of the accessible format or communication support;
  - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
  - Notify the public about the availability of accessible formats and communication supports.

## **EMPLOYMENT STANDARDS**

### **1. Recruitment**

#### **Commitment:**

Bachly Construction is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

#### **Action Taken:**

The following measures were implemented by Bachly Construction;

#### **Recruitment General**

Bachly Construction will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities, on the Bachly Construction website and on job postings;
- Working with suppliers to ensure external Web pages are compliant with the Information and Communication Standards under the IASR's requirements.

## **Recruitment, assessment and selection**

Bachly Construction will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

## **Notice to Successful Applicants**

When making offers of employment, Bachly Construction will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of notification of Bachly Construction's policies on accommodating employees with disabilities in offer of employment letters.

## **2. Informing Employees of Supports**

In accordance with the IASR, Bachly Construction will inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

### **Action Taken:**

The following measures were implemented by Bachly Construction;

- Informing current employees and new hires of Bachly Construction's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- Providing information under this section as soon as practicable after the new employee begins employment, specifically in the orientation process;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, Bachly Construction will provide or arrange for provision of suitable accessible formats and communications supports for:
  - Information that is needed in order to perform the employee's job;
  - Information that is generally available to employees in the workplace.
- In meeting the obligations to provide the information that is set out in the paragraph above, Bachly Construction will consult with the requesting employee in determining the suitability of an accessible format or communication support.

### **3. Documented Individual Accommodation Plans/Return to Work Process**

#### **Commitment:**

Bachly Construction will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated and corporate policies surrounding accommodation and return to work are followed, where applicable.

#### **Action Taken:**

The following measures have been implemented by the Bachly Construction;

Bachly Construction will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Bachly Construction will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan;
- Include in the process the means by which the employee is assessed on an individual basis;
- Include in the process the manner in which Bachly Construction can request an evaluation by an outside medical or other expert, at Bachly Construction's expense, to assist the Bachly Construction in determining if and how accommodation can be achieved;
- Steps are in place to protect the privacy of the employee's personal information;
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- Provide the employee with the reasons for the denial if an individual accommodation plan is denied;
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- If individual accommodation plans are established, ensure that they include:
  - Individualized workplace emergency response information that is required;
  - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
    - Information that is needed in order to perform the employee's job;
    - Information that is generally available to employees in the workplace.
- Identify any other accommodation that is to be provided to the employee.

### **4. Performance Management, Career Development and Redeployment**

#### **Commitment:**

Bachly Construction will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

**Action Taken:**

The following measures have been implemented by Bachly Construction;

- Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - Assessing performance
  - Managing career development and advancement
  - Redeployment is required
- Review, assess and, as necessary, include in Performance Management workshops, accessibility criteria;
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings;
- Take into account the accessibility needs of employees with disabilities when redeploying employees, including review and, as necessary, modification of employee transfer checklist.

**DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY FOR THE BUILT ENVIRONMENTS)****Commitment:**

Bachly Construction is committed to designing public spaces that are free from barriers and accessible to all persons we serve.

**Planned Action:**

In accordance with the IASR, Bachly Construction will implement the following:

- Bachly Construction shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment) when undertaking new construction or planned significant alterations of public spaces.