

# **Accessibility Management Plan**

## **1. Purpose**

The purpose of this plan is to ensure Kenaidan continues to provide equal treatment to people with disabilities. The following outlines the responsibilities of all workplace parties and the steps that will be taken to ensure we are providing both dignity and independence for people with disabilities. This plan will be reviewed and updated every 5 years.

## **2. Statement of Commitment**

Kenaidan is committed to providing equal treatment to all individuals, maintaining both their dignity and independence, free from any form of discrimination. Under the Accessibility for Ontarians with Disabilities Act, Kenaidan will endeavour to meet all requirements in preventing and removing barriers to accessibility.

This policy will be evaluated and reviewed on an annual basis to ensure that it conforms to the regulation 429/07 Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 and that it continues to reflect Kenaidan's commitment to the equal treatment of all persons with a disability.

## **3. Scope**

This procedure applies to all Ontario employees and may apply to any persons affected by our business operations. It applies on and off-site activities, that ought reasonably be associated with the workplace (e.g. social events). Within the scope of the procedure standards shall be outlined for the following:

- Provision of Services and Accommodations
- Information and Communications
- Notice of Disability
- Implementation Plan

## **4. Responsibilities**

### **Executive**

- Take all reasonable precautions to eliminate any discrimination towards persons with a disability.
- Support a working environment that meets the needs of individuals with disabilities.

### **Human Resources**

- Take all reasonable precautions to eliminate any discrimination towards persons with a disability.
- Develop and manage the implementation of accommodation plans developed, where a disability (as defined by this policy) is identified, and ensure the confidentiality of information involved and dignity of person(s) affected.
- Create and review individualized emergency response information to any employees with a disability.
- Monitor the process of the multi-year accessibility plan and assist with implementing rollout of new policies and procedures.
- Provide training with an overview of Ontario's accessibility lawsto all Kenaidan employees.

### **Management/Site Supervision**

- Ensure any persons with disabilities are able to use any assistive devices and/or bring their service animals, support persons onto parts of our premises open to the public.
- Advise employee(s) of any accommodation required, as a result of becoming aware of a disability as defined in the policy, and ensure the integrity of information shared and the dignity of the employees involved.
- Ensure workers are provided with information and instruction that is appropriate for the worker on the contents of this procedure and related procedures.
- Communicate with any persons with a disability in a manner that takes into account his or her disability.
- Ensure the terms of this procedure are implemented as required.

## **Employees**

- Attend training and education sessions when required.
- Immediately report to Supervisor any knowledge or requests for accessibility.
- Communicate with any persons with a disability in a manner that takes into account his or her disability.
- Follow all procedures in place for Accessibility Standards, and support the accommodation of a person(s) with disability, as defined by this policy.

## **Provision of Services and Accommodation**

### Service Commitment

Kenaidan will ensure every reasonable effort to ensure policies; procedures and practices are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring all persons receive the same value and quality customer service;
- Allowing any persons with disabilities ability to do things in their own ways, and own pace as long as it does not present a safety risk;
- Communicate with persons with a disability in a manner that takes into account his or her disability,
- Ensure any persons with disabilities are able to use any assistive device and/or bring their service animals/support persons onto parts of our premises open to the public.

### Accommodation:

The following are assistive services and or devices that shall be considered under the scope of this procedure:

- **Assistive Devices**

Persons with disabilities may use their own assistive device when required on Kenaidan property, as long as it does not present a safety risk to the person or an employee of Kenaidan. For example, open flames and oxygen tanks cannot be near one another. When a person requires an assistive device for the purposes of mobility, services will be provided in a location that suits the needs of the individual.

- **Service Animals/Guide Dogs**

“No pet” policies do not apply to guide dogs, service animals and/or service dogs, therefore a client/visitor accompanied by a previously mentioned shall be allowed access to areas that are open to the public unless otherwise executed by law or present a safety risk to the persons or their guide dog, service animal and or service dog. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy, etc.

- **Support Persons**

Kenaidan is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability accompanied by a support persons is allowed to enter Kenaidan premises where as it does not create or present a safety risk for the persons, or support persons.

## **5. Information and Communications**

Kenaidan shall notify any persons that documents related to the ‘Accessibility Standard Procedure’ are available upon request, and appropriate format or communication support.

To meet AODA requirements Kenaidan will provide training to employees who deal with the public or third parties on our behalf. Training will be provided in a way that best suits the duties of the employees.

The Kenaidan website content is updated to conform with Web Content Accessibility Guidelines 2.0, Level AA.

## **6. Employment**

Kenaidan is committed to fair and accessible employment practices. As outlined, Kenaidan is committed to ensure that persons with disabilities are given equal and fair treatment. Kenaidan will endeavour to accommodate by:

- Ensuring team members are aware of the accommodations that need to be made, and the duties of those involved to suit the needs of individuals, who

are known to have a disability requiring accommodation.

- Respect the dignity of the person asking for accommodation and keep information confidential. Information to be shared with consent of the individual(s) and when deemed necessary.
- Deal with accommodations in a timely matter; including temporary solutions while long term solutions are determined and implemented.
- Take an active role in looking at accommodation solutions that meet individual needs.

## 7. Training

Kenaidan is committed to providing training outlining the requirements of Ontario's accessibility laws and the Ontario Human Rights Code, to all its employees, as it applies to people with disabilities.

## 8. Implementation Plan

As part of our accessibility standards a plan has been developed to ensure that our services and processes are updated to accommodate persons with disabilities. The implementation of this plan shall begin January 1, 2014 with its completion by January 1, 2021 and shall be reviewed every five years. The following matrix outlines the provisions of this plan:

Objective	Criteria	Forecasted Completion Date/Status
Provide training/communicate new policy and standards	<ul style="list-style-type: none"> <li>• Training to be provided to all current employees</li> <li>• Policy communication to be implemented into new hire orientation process</li> </ul>	January 2014
Update Kenaidan Website	• Post policy and standards	January 1, 2014
	• Update website content to conform with Web Content Accessibility Guidelines 2.0	January 1, 2021

Update procedure S3.30 Recruitment	<ul style="list-style-type: none"> <li>• Revise procedure to ensure accessibility standards are incorporated into processes.</li> </ul>	January 1, 2016
	<ul style="list-style-type: none"> <li>• Update recruitment materials to include our accessibility standards as required</li> </ul>	January 1, 2016
Implement return to work policies	<ul style="list-style-type: none"> <li>• Develop policies and procedures outlining return to work processes for employees with disabilities</li> </ul>	January 1, 2015

**For More Information**

For more information on this accessibility plan, please contact Chrisie Park, Human Resource Manager:

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Standard and accessible formats of this document are free upon request.