

 <b>THE BRIMICH GROUP</b>	POLICY #: ECPM 3.16/REV 1
Title: <b>AODA Accessibility Policies &amp; Multi-Year Accessibility Plan</b>	Section: Legislative Requirements
Issue Date: October 6, 2020	Previous Issue Date: N/A
Originator: HR Manager	Approved: CEO

**PURPOSE:**

This Accessibility Plan (2017-2022) outlines the policies and actions that BRIMICH Logistics (hereby referred to as BRIMICH) will put in place to improve opportunities for people with disabilities.

**SCOPE OF APPLICATION:**

The standards outlined in this policy apply to all full – time/ part – time/casual, hourly and salaried BRIMICH employees.

**STATEMENT OF COMMITMENT**

BRIMICH is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by providing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

**ACCESSIBLE EMERGENCY INFORMATION**

BRIMICH is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**TRAINING**

BRIMICH will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. Training will be provided in a way that best suits the duties of employees and other staff members.

This training will be provided as a condition of employment to all new staff and on an ongoing basis for staff to ensure all staff stays current with any policy or procedural changes as it relates Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

BRIMICH will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **June 1, 2019** (already in practice):

- The purposes and requirements of the Accessibility for Ontarians with Disabilities Act, 2005.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty accessing or using BRIMICH services.
- BRIMICH policies, practices and procedures relating to the customer service standard.

### **INFORMATION AND COMMUNICATIONS**

BRIMICH is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

BRIMICH will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2020**:

- Provide the service feedback form when requested either by telephone, email or writing.
- Respond to the feedback in a manner that is appropriate to the recipient within 5 business days.

BRIMICH will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2021**:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- The company will notify the public about the availability of accessible formats and communication supports.

BRIMICH will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **July 1, 2022**:

- Ensure that while creating new public websites and all online content meets the criteria of WCAG 2.0, Level AA
- Ensure through appropriate testing that all new public websites and online content will conform with the WCAG 2.0 Level AA.

## **EMPLOYMENT**

BRIMICH is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, BRIMICH will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by **December 10, 2019**:

- Ensure that job applicants are notified when they are selected to participate in the selection process that accommodations are available upon request in relation to the materials or processes used in the selection process.
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview.
- In the event that an applicant requests accommodation, consult with the applicant and arrange for suitable accommodations that take into account the candidates accessibility needs.

BRIMICH will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Consult with the employee and/or third-party requesting accommodation to assist in the development of an individualized accommodation plan which takes into account the accessibility needs of the individual.
- Ensure confidentiality of the employees' personal information when implementing the accommodation plan.
- Ensure frequent review and updating of the accommodation plan as required.
- Present the accommodation plan to the employee in a manner that takes into account the employee's accessibility needs.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if BRIMICH is using performance management, career development and redeployment processes:

- Review, assess and modify as necessary existing policies, procedures, practices and templates to ensure compliance with AODA and the Human Rights Code as it relates to performance management, career development and redeployment processes.

BRIMICH will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

## **FOR MORE INFORMATION**

For more information on this accessibility plan, please contact the Human Resources department at:

- Phone: 519-752-5783 ext. 240
- Email: [hr@brimich.ca](mailto:hr@brimich.ca)