

## **Accessibility for Ontarians with Disability Procedures**

### **1. PURPOSE**

These procedures are intended to specifically address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

### **2. SCOPE**

This policy applies to all Eco-Tec employees, students and volunteers, visitors, customers and contractors, where applicable.

### **3. ACCESSIBILITY PLAN**

Eco-Tec's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. This plan will be posted on our Eco-Tec shared drive and updated annually.

### **4. TRAINING**

Eco-Tec is committed to training employees and volunteers on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of AODA under the IASR.
- Accessible Customer Service.
- 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.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing Eco-Tec's goods and services.

#### **Timeline for Training**

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to Eco-Tec's policies, procedures and practices governing the provision of goods and services to persons with disabilities and as new standards come into effect under the *AODA*.

#### **Training Formats and Methods**

Training will be provided through in person or online.

#### **Records of Training**

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Eco-Tec will keep records of the training in online or employee personnel file, including the date on which the training is provided and completed.

## **5. INFORMATION AND COMMUNICATION REQUIREMENTS**

### **Accessible Formats and Communication Supports**

Eco-Tec is committed to providing or arranging for accessible formats and communication supports for persons with disabilities for the situations listed below:

- a. Upon request in a timely manner that takes into account the persons' accessibility needs due to a disability;
- b. At a cost that is no more than the regular cost charged to other persons;
- c. Consult with the person making the request and determine suitability of an accessible format or communication support;
- d. Notify the public about the availability of accessible formats and communication supports.

### **Accessible Website and Web Content**

Eco-Tec will, except where impracticable, ensure that its internet websites that are accessible to members of the public conform to the applicable requirements of the *World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0* by the dates specified in the AODA.

### **Notice of Availability of Documents**

Eco-Tec will maintain this policy, and it is available upon request, in an accessible format with appropriate communication supports.

### **Emergency and Public Safety Information**

Eco-Tec will provide emergency procedures, plans and public safety information, upon request, in an accessible format with appropriate communication supports as soon as practicable. We will provide individualized workplace emergency response information to each employee who has a disability if that employee needs it and if we are aware of the need for accommodation due to that employee's disability.

### **Feedback**

Eco-Tec will maintain a feedback process to enable members of the public to comment on the provision of goods and services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

A customer feedback form has been designed for customers who wish to provide written feedback. This form is available in paper or electronic versions, and once completed, can be returned to HR. This form is available upon request. Customers may also provide feedback verbally, either in person, by mail, or by phone using the sample template format.

By mail to:

1145 Squires Beach Road

Pickering, ON

L1W 3T9

By telephone to:

905-427-0077

The methods of feedback can be provided to the customer to allow them to choose the most appropriate one that works best for them.

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## **Feedback Process**

Eco-Tec will fully and impartially investigate the complaint and will record all complaints for reporting and learning purposes. We will ensure that every process for receiving and responding to feedback is accessible to persons with disabilities. We will do this by providing and arranging for the provision of accessible formats and communication supports upon request.

All feedback will be kept in strict confidence and will be used to improve customer service. An answer to feedback is not mandatory, however depending on the situation, it may be appropriate to respond to the customer. Should an answer be deemed appropriate and should the customer have chosen to supply his or her contact information, the customer will be provided with a response within 7 days. If this is not possible, the customer will be advised within 72 hours with an explanation as to the delay.

## **6. CUSTOMER SERVICE REQUIREMENTS**

Eco-Tec will:

- Greet our customers in a courteous manner, and provide them with consistent quality service;
- Treat our customers with dignity and respect;
- Treat our customers with honesty and sensitivity;
- Appreciate the value of diversity;
- Respect the privacy of customers and handle confidential information in an appropriate manner;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Conduct all affairs with integrity.

## **Assistive Devices**

The use of assistive devices by persons with disabilities to obtain, use or benefit from Eco-Tec's goods or services is recognized unless Eco-Tec has determined that the assistive device may pose a risk to the health and safety of the person with a disability or the health and safety of others on the premises. In these situations, and others, Eco-Tec may offer a person with a disability other reasonable measures to assist him or her in obtaining, using, and benefiting from Eco-Tec's goods or services where Eco-Tec has such other measures available.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

## **Service Animals**

Persons with disabilities are permitted to be accompanied by their guide dog or other service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods or services provided by Eco-Tec, unless the animal is otherwise excluded by law.

If the service animal or guide dog is excluded by law, we will look to other available measures to enable the person with a disability to obtain, use or benefit from Eco-Tec's goods or services.

If it is not readily apparent that the animal is a service animal, you may request verification from the customer. Verification may include a letter from a doctor or nurse, a valid identification card signed by the Attorney General of Canada, or a certificate of training from a recognized training school.

905-427-0077 Tel

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It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

### **Support Persons**

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods or services provided by Eco-Tec. If a person with a disability is accompanied by a support person, Eco-Tec will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed, written consent must be received from the person with the disability, as well as from the support person.

Eco-Tec may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others on the premises. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access Eco-Tec's goods or services.

### **Notice of Temporary Disruption in Services and Facilities**

In the event of a planned service disruption to facilities, services or systems which are relied upon by persons with disabilities to access Eco-Tec's goods or services, a Notice of Disruption Form will be completed and forwarded to HR. The form will include information about the nature of the disruption, its anticipated duration and a description of alternative facilities, services, or systems, if any, that may be available.

Upon receipt of the notice, a Disruption in Service notice will be posted at the main entrance, and at the point of disruption.

Eco-Tec will make reasonable efforts to provide prior notice of planned disruptions if possible, recognizing that in some circumstances, such as in the situation of unplanned temporary disruptions, advance notice will not be possible. In such cases, we will provide notice as soon as possible.

## **7. EMPLOYMENT STANDARDS REQUIREMENTS**

Eco-Tec is committed to accessible employment practices with respect to recruitment, assessment, orientation, training, career progression and development.

### **Recruitment, Assessment and Selection**

Eco-Tec will notify employees and the public about the availability of accommodations for applicants with a disability by including statements in our job advertisements, interview confirmation emails and job offer emails.

### **Employee Supports**

Eco-Tec will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

### **Accessible Formats and Communication Supports**

905-427-0077 Tel

1145 Squires Beach Road  
Pickering, Ontario L1W 3T9  
www.kovalus.com

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- b. At a cost that is no more than the regular cost charged to other persons;
- c. Consult with the person making the request and determine suitability of an accessible format or communication support;
- d. Notify the public about the availability of accessible formats and communication supports.

### **Workplace Emergency Response Information**

Eco-Tec will provide customized emergency response information, where needed, to help an employee with a disability during an emergency. If the employee requires assistance, we shall receive consent from the employee to provide the customized emergency response information to the person(s) designated to provide assistance.

### **Individual Accommodation Plans**

Eco-Tec will develop individual accommodation plans to support employees with disabilities.

### **Return to Work**

Eco-Tec will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes will be documented and will outline the steps which Eco-Tec and the employee will take to facilitate the return to work and include an individual accommodation plan.

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

Eco-Tec will ensure employees with disabilities or individual accommodation plans are provided with equitable opportunity to career development, performance management and redeployment opportunities.

## **8. DESIGN OF PUBLIC SPACES REQUIREMENTS**

This standard sets requirements for specific features of the physical environment that will make it easier for people with disabilities to move through, use and enjoy what communities have to offer.

This standard applies to new construction or major renovations being designed for elements such as recreational trails, outdoor public eating areas, outdoor play spaces, exterior paths of travel, off-street parking, service counters and wait areas.

Organizations are not required to retrofit public spaces to meet the requirements. This means that Eco-Tec is not required to alter its public spaces if we have no plans to do so. Therefore, this standard does not apply to Eco-Tec currently.

Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel are not addressed in this standard. They are addressed through Ontario's Building Code.

However, Eco-Tec will put up signs and notify employees and visitors if the designated handicap parking spaces are blocked and will allocate designated handicap parking spaces on a temporary basis.

## **9. AODA REPORTING REQUIREMENTS**

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Eco-Tec will submit completed compliance reports to the Province of Ontario, in accordance with the reporting schedule set out in the AODA.

## 10. DEFINITIONS

*Definitions, from Ontario.ca*

**Accessibility** — The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.

**Barrier** — Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.

**Disability** — Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:

- 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."