



## **Accessibility Ontario**

**Accessibility Policy**

**Integrated Accessibility Standards Policy**

**Multi-Year Accessibility Plan**

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## Accessibility Policy

### 1. Purpose

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005, the purpose of this policy is to outline responsibilities of staff personnel on behalf of Blachford AM Limited in providing goods, services, and opportunities to people with disabilities.

### 2. Scope

This policy applies to all Ontario employees who deal with the public, other organizations or third parties on or off Blachford AM Limited premises, or who participate in developing Blachford AM Limited policies, practices and procedures governing the provision of goods and services to the public.

### 3. Policy

#### Statement of Organizational Commitment

**Blachford AM Ltd** is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

**Blachford AM Ltd** is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

**Blachford AM Ltd** understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

**Blachford AM Ltd** is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

### 4. General Principles and Practices

Blachford AM Limited shall meet its duties and responsibilities under the Act by adhering to the following principles and practices:

#### 4.1 Assistive Devices

- People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities.

- In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

#### **4.2 Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. The customer

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

#### **4.3 Support Persons**

- If a customer with a disability is accompanied by a support person Blachford AM Limited will ensure that both persons are allowed to enter the premises together and the customer will not be prevented from having full access to the support person.
- In situations where confidential information might be discussed, consent will first be obtained from the customer, prior to any such conversation or disclosure.

#### **4.4 Employment**

- We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.
- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:
  - a) information that is needed in order to perform the employee's job; and
  - b) information that is generally available to employees in the workplace



Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

#### **4.5 Billing**

We are committed to providing accessible invoices to all of our customers. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

#### **4.6 Facilities**

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities.

#### **Notice of temporary disruption**

Blachford AM Limited will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

### **5. Information and Communications**

Blachford AM limited is committed to communicating with persons with disabilities in ways that take into consideration their disability. To ensure this, Blachford AM limited has taken the following steps:

1. Blachford AM limited employees have been trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence and equality.
  2. Customers with disabilities are offered alternative communication formats that meet the needs of the customer as promptly as feasible.
  3. Documents are provided to customers in an alternative format that meets the needs of the member/customer, upon request.
- We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.
  - We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:
    - a) in a timely manner, taking into account the person's accessibility needs due to disability; and
    - b) at a cost that is no more than the regular cost charged to other persons.
  - We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:
    - a) an explanation as to why the information or communications are unconvertible; and
    - b) a summary of the unconvertible information or communications.

Service feedback forms are available upon request.

## 6. Procedure

### Training

We are committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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 in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.



## **Integrated Accessibility Standards Policy**

This policy has been established in compliance with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and aligns with the Blachford AM Limited's commitment to treat all employees in a manner that respects their dignity and independence.

The intent of these standards is break down barriers and increase accessibility for persons with disabilities, in the areas of Information and Communications, and Employment.

Blachford AM Limited is governed by this policy as well as the Accessibility for Customer Service Policy and AODA in meeting the accessibility needs of persons with disabilities.

### **Commitment**

Blachford AM Limited is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility requirements under AODA.

### **Multi-Year Accessibility Plan**

Blachford AM Limited has developed and will maintain and document a Multi-Year Accessibility Plan outlining its strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every 5 years, and is posted on Blachford AM Limited's internal and external websites. Upon request, Blachford AM Limited will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

### **Training Employees and Volunteers**

Blachford AM Limited will ensure that training is provided on the requirements of the accessibility standards referred to in the regulation and will continue to provide training on the Human Rights Code as it pertains to persons with disabilities to:

- All its employees and volunteers
- All persons who participate in developing Blachford AM Limited's policies
- All other persons who provide goods, services, or facilities on behalf of Blachford AM Limited



### **Accessible Websites and Web Content**

Blachford AM Limited will ensure that our Internet websites, including web content, will continue to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.

### **Workplace Emergency Response Information**

Blachford AM Limited provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Blachford AM Limited is aware of the need for accommodation due to the employee's disability. Blachford AM Limited will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Blachford AM Limited will, with the consent of the employee, provide the workplace emergency response information to the person designated by Blachford AM Limited to provide assistance to the employee.

Blachford AM Limited will review the individualized workplace emergency response information when the employee moves to a different location in the organization and/or when the employee's overall accommodation needs or plans are reviewed.

### **Documented Individual Accommodation Policy**

Blachford AM Limited maintains a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

### **Return to Work Process**

Blachford AM Limited maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work.

The return-to-work process outlines the steps Blachford AM Limited will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute.





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

Blachford AM Limited takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications, and Employment. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact Blachford AM Limited's Human Resources at 519-624-7438 ext. 232 or email at [rmorgan@blachfordam.ca](mailto:rmorgan@blachfordam.ca)

## **Multi- Year Accessibility Plan**

### **Statement of Commitment**

Blachford AM Limited is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. Blachford AM 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 preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Customer Service Accessibility Standard**

Blachford AM Limited uses reasonable efforts to ensure that its policies and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, is integrated unless an alternative measure is necessary, whether temporary or on a permanent basis.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods or services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Blachford employees, when communicating with a person with a disability, will do so in a manner that considers the person's disability.

The following measures have been implemented by Blachford AM Limited:

- A member of management, the HR representative, has been designated to present and/or revise practices or procedures.
- Training on AODA and the Code has been provided and is given to every person who participates in developing the policy, practices, and procedures and this includes every person who deals with the public on behalf of Blachford AM Limited, i.e, employees, volunteers, management, and consultants.
- AODA and the Code Training is also part of mandatory onboarding for all new hires in Ontario.
- Completion of training for all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcome and appreciated. A process has been established to encourage feedback regarding the way that Blachford AM Limited provides goods and services to people with disabilities.
- All feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.



### **Accessible Emergency Information**

Blachford AM Limited 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**

Blachford AM Limited will provide training to employees and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members; during orientation training or soon as practical, provide web link for training videos and training materials.

### **Information and communications**

Blachford AM Limited 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 and make the new website and content on these sites conform with WCAG 2.0, Level A and level AA by January 1, 2025.

Blachford AM Limited will ensure existing feedback processes are accessible to people with disabilities upon request and make sure all publicly available information is made accessible upon request by January 1, 2025.

### **Employment**

Blachford AM Limited is committed to fair and accessible employment practices. We will take reasonable steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and when people are hired, as long as the person; shows competency, capability to perform the essential duties of the job and does not compromise his/her health and safety.

Blachford AM Limited will 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 and will take reasonable steps to remove other accessibility barriers identified, as long as this does not present a health or safety risk or violate any of our Health and Safety policies & procedures.

### **Design of Public Spaces**

Blachford AM Limited will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces on Blachford's property. In the event of a service disruption, we will give notice of temporary disruptions to services or facilities used by persons with



disabilities including the reason for the disruption, the anticipated duration of the disruption and any alternative facilities or services that may be available.

#### **Contact Details**

For more information on this accessibility plan, please contact:

Roget Morgan  
Human Resources  
(519) 624-7431 Ext. 232  
[rmorgan@blachfordam.ca](mailto:rmorgan@blachfordam.ca)



## **Accessible Customer Service Policy**

**Blachford AM limited is committed to providing its customers with equality of service. Please do not hesitate to ask if you require special assistance.**

Blachford AM limited has established policies, practices and procedures regarding providing goods and services to people with disabilities. If, and when, these services change, Blachford AM limited, will update its policies, practices and procedures, and provide training, as required.

Blachford AM limited will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the Accessible Customer Service principle of dignity, independence, integration and equality of opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk or violate any of our Health and Safety policies & procedures;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customers disability.

### **Changes to Existing Policies**

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.



## Accessible Customer Service

Disruption in Service Notice

Dear Valued Customers, The \_\_\_\_\_ will be out of service for \_\_\_\_\_  
from \_\_\_\_\_ until \_\_\_\_\_.

The following alternative services and options are  
available:

- 

We regret any inconvenience this may cause. If you have questions or concerns, please contact  
\_\_\_\_\_.

Thank you for your understanding and patience. We appreciate your business, and look forward to  
seeing you again soon!



## Accessible Customer Service

Customer Service Feedback Form

Thank you for visiting Blachford AM limited. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date: \_\_\_\_\_ Location: \_\_\_\_\_

1. Were you satisfied with the customer service we provided to you?

Yes  No

Comments

- 
- 

2. Was our customer service provided to you in an accessible manner?

Yes  No

Comments

- 
- 

3. Did you experience any problems accessing our goods and services?

Yes  No

Comments

- 
- 

Contact Information (optional)

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Thank you for taking the time to help make Blachford AM limited accessible for all!