



Accessibility Policy

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Signed By: President, Vice-President of Operations, Accessibility Committee

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PURPOSE

The Policy defines:

- S&R Mechanical's vision and goals for accessibility; and
- Expectations of S&R Mechanical Employees and business areas to ensure compliance with the AODA, other applicable legislation and S&R Mechanical policies.

The overall goal is to increase accessibility for persons with disabilities in a way that is respectful of their dignity and independence, takes into account the person's disability and embodies the principles of integration and equal opportunity.

APPLICATION

This Policy addresses accessibility needs of S&R Mechanical Employees and Customers.

OUR COMMITMENT

S&R Mechanical 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.

S&R Mechanical is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

S&R Mechanical 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.

S&R Mechanical 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.

PROVIDING GOODS & SERVICES TO PEOPLE WITH DISABILITIES

S&R Mechanical respects the dignity and independence of people with disabilities. We will ensure our practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity by carrying out our responsibilities in the following areas:

Communication

We will communicate with our Customers in an efficient and friendly manner that is respectful of their communication needs. We will train Employees, who have direct interaction with the public, on how to most effectively interact and communicate with persons with disabilities to ensure our practices are equitable and inclusive.

Telephone Services

We are committed to providing fully accessible telephone service to our Customers, within our regular operating hours.

Alternate methods of communication are available to ensure our Customers have access to the communication approach that best meets their needs, such as e-mail or mail if telephone communication is not available.

Assistive Devices

We recognize that some Customers may require the use of assistive devices to obtain, use or benefit from our goods & services. We will ensure that our Employees are trained to appropriately interact with and provide assistance to our Customers, who use assistive devices, including but not limited to:

- Wheelchairs
- Walkers
- Canes
- Assistive Listening Devices
- Scooters
- Devices for grasping

Service Animals

Where a person with a disability is accompanied by a service animal, we are committed to ensuring ease of access to our premises. We will ensure that our Employees, Volunteers and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

Support Persons

A support person accompanying a Customer with a disability will be allowed to accompany the Customer at all times. If confidential information needs to be shared, consent will be obtained from the Customer, prior to any conversation.

Notice of Temporary Disruption

S&R Mechanical will provide Customers with as much advance notice as possible in the event of a planned or unexpected disruption at our location. This notice will include information about the reason for the disruption and its anticipated duration. Also, any residential service calls that may be affected due to an unexpected disruption will be contacted by phone and email.

The notice will be posted at all public entrances/exits. In addition, an announcement could be made periodically throughout the disruption period via our P.A. system.

Training of Employees

Training will take place as part of everyone's onboarding process for new hires.

Employee training will include the following elements:

- How to effectively interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty in accessing S&R Mechanical's goods & services.
- S&R Mechanical's policies, practices, and procedures relating to Accessible Customer Service. Employees will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Any existing policy of S&R Mechanical that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Responsibilities

An Accessibility Committee will be appointed by the company with responsibility to:

- Review this policy on an annual basis and revise where necessary.
- Provide customers and interested parties with a copy of this policy upon request.
- Make this policy available in alternate formats upon request.
- Ensure that all Employees are appropriately trained to provide accessible customer service.
- Ensure that notice is provided for any disruption of service.
- Collect and follow up on all Customer feedback.

All Employees, who have direct interaction with the public, will be required to:

- Attend and complete Accessible Customer Service training.
- Employ the skills and knowledge presented in the Accessible Customer Service training program to ensure consistent level of customer service.
- Inform management of any issues regarding accessibility, including disruptions of service that could affect customer access to our premises.
- Adhere to the Accessible Customer Service Policy at all times.
- Provide assistance to Customers where necessary, and ensure all aisles, walkways, and hallways are kept clear at all times.

EMPLOYMENT

Notice and Provision of Accommodation in Recruitment and Selection

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.

Informing Employees of Supports

We notify Employees 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

Individualized Workplace Emergency Response Information

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.

Documented Individual Accommodation Plans

S&R Mechanical shall accommodate the disability-related needs of its Employees as required under the Ontario Human Rights Code. S&R Mechanical shall develop individual accommodation plans for its Employees with disabilities, where S&R Mechanical is made aware of their disability related needs. The following elements are considered/included during the process of developing a documented individual accommodation plan for an Employee with disabilities:

- How an Employee participates in the development of their individual accommodation plan
- How an Employee is assessed on an individual basis
- How an Employee can ask for a representative from the workplace to participate in the development of the accommodation plan
- How S&R Mechanical, as an employer, can request assistance from an outside expert, at S&R Mechanical expense
- The steps S&R Mechanical must take to protect the privacy of an Employee's personal information
- How and when S&R Mechanical provides an Employee with their individual accommodation plan
- How and when a plan shall be reviewed and updated
- How S&R Mechanical informs an Employee that their individual accommodation plan has/has not been accepted, including how reasons for denial will be provided
- How S&R Mechanical provides a plan in an accessible format

A documented individual accommodation plan must include:

- if requested, any information regarding accessible formats and communications supports provided;
- if required, individualized workplace emergency response information; and
- any other accommodation that is to be provided.

S&R Mechanical as an employer, in consultation with the applicable Employee, shall determine and implement appropriate accommodation(s), in accordance with the related S&R Mechanical policies on accommodation.

S&R Mechanical shall implement and maintain measures to maintain the privacy of its Employees with disabilities.

Return to Work Process and Accommodation Plans

S&R Mechanical will manage on a case by case basis the development of RTW individual accommodation plans for Employees returning to work who have been absent due to a disability and who now require accommodation and support in order to return to work.

The RTW plan may include, but is not limited to a gradual return to work schedule, modified job requirements, assistive devices, the purchase of items to support the individual, flexibility for doctor or specialist appointments, etc.

An employee's manager/supervisor, with the assistance of HR, will be responsible for the accommodations instated in the RTW individual accommodation plan.

The above stated RTW process shall not replace, hinder or override any other RTW process created by or under any other statute (i.e. the Workplace Safety and Insurance Act, 1997).

Accommodation in Performance Management, Career Development and Advancement and Redeployment

S&R Mechanical shall ensure its performance management process in respect of Employees with disabilities takes into account their accessibility needs as well as individual accommodation plans.

When providing career development and advancement to Employees with disabilities, S&R Mechanical shall take into account their accessibility needs as well as individual accommodation plans.

Where S&R Mechanical redeploys Employees with disabilities, S&R Mechanical shall take into account their accessibility needs, as well as individual accommodation plans.

ACCESSIBILITY FEEDBACK PROCESS

The ultimate goal of S&R Mechanical is to meet expectations while serving Customers with disabilities.

The Accessibility Committee shall ensure that the accessibility feedback process allows Customers to provide comments through its website, by email, phone or in-person.

Accessible formats and communication supports shall be made available upon request to anyone wishing to provide feedback. Privacy shall be respected throughout the feedback process.

When complaints or suggestions related to accessibility are received, Customers can expect the following:

- Upon receipt of the feedback, regardless of the format, Customers shall receive a response acknowledging receipt of the feedback within two (2) business days and the actions that will be taken to address any issues.
- Feedback received by telephone, mail, email, website, or in-person (reception at any S&R Mechanical office or jobsite) shall be acknowledged in accordance with this Policy.
- The applicable S&R Mechanical department must follow up with any required action within the time frame noted.
- All feedback responses shall be made through the Client's selected communication channel or through the format requested by the Client. Additional time may be required for follow-up depending on the format of response required. If conversion to a certain format or communication support is not possible, S&R Mechanical shall inform the requestor and provide rationale. S&R Mechanical must then summarize the information for the requestor.

- If the Client wishes to remain anonymous or indicates that receipt of acknowledgement or a response is not required, the Client's anonymity must be respected.
- All accessibility feedback shall be reviewed by the Accessibility Committee, or a designate, to improve S&R Mechanical's services. The President, Accessibility Committee, or a designate, may forward the feedback to the responsible area, and will follow up as necessary.

Accessibility Committee Contact Information:

- Address: 250 Vanguard Dr, Orléans, Ontario, K4A 3V6
- Phone: 613-830-0165
- Email: confidential@srmech.com

AVAILABILITY OF ACCESSIBILITY DOCUMENTS

When providing these documents to a person with a disability S&R Mechanical shall endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account.

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.