



Multi-Year Accessibility Plan

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

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PURPOSE

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

APPLICATION

This Plan addresses accessibility needs of S&R Mechanical Employees and Clients.

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.

STRATEGIES AND ACTIONS

Customer Service

S&R Mechanical is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. This can and does include but is not limited to:

- Accommodating the use of assistive devices, service animals and support persons by Customers with disabilities.

- Communicating with Customers in a way which accounts for unique disabilities, including providing alternate communication formats.
- Providing reasonable notice to the public of any temporary disruption to facilities and services and are normally made available to persons with disabilities.

S&R Mechanical will continue to make accessibility adjustments to better serve Customers based on needs that arise.

Information and Communications

S&R Mechanical is committed to making its information and communications accessible to people with disabilities.

S&R Mechanical will continue to make accessibility improvements on its website as well as on all social media platforms.

S&R Mechanical will also continue to assess current forms of company communication and consider accessibility requirements when creating new forms of communication.

Employment

S&R Mechanical is committed to fair and accessible employment practices.

S&R Mechanical will continue to ensure that accommodations are offered during the recruitment, assessment and hiring processes, as well as during employment.

Training of Associates

S&R Mechanical is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

S&R Mechanical will continue to ensure that all employees are held accountable to comply with all applicable training at the time of hire.

FOR MORE INFORMATION

To contact the accessibility committee:

- 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.