



AODA

Integrated Accessibility

Introduction

About AODA



- Initiative Pioneers include the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the 2001 Ontarians with Disability Act (ODA), and the 2005 Accessibility for Ontarians with Disabilities Act (AODA)
- Result in the Accessibility Standards for Customer Service (Reg 429/07) and the Integrated Accessibility Standard (Reg 191/11) created with goal to remove barriers in Ontario by January 1, 2021.
- **The Plasman Group shares a commitment to accessibility.**
 - Our Value Statement is the cornerstone of our culture.
 - We respect the differences of individuals and expect fair treatment for all persons regardless of reason
 - Diversity is part of our commitment to excellence.
 - We seek to recognize and remove obstacles faced by traditionally under represented individuals in order to facilitate their access to and their advancement at A.P. Plasman.

Legislation and Internal Policies

- Accessibility for Ontarians with Disabilities Act, 2005:
www.AccessON.ca
- Online at www.theplasmangroup.com – refer to A.P. Plasman /Accessibility
 - AODA Customer Service Policy
 - * New in 2014 AODA Integrated Accessibility Standards Policy
 - * New in 2014 Accessibility Plan



What is a Disability?

- As per AODA, a disability is 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.
- A disability may stem from birth, illness or bodily injury.
- A disability can be visible, such as someone requiring a mobility device to get around.
- A disability can be non-visible, such as someone with a learning disability or mental health disability.
- A disability can be permanent, such as someone with vision loss.
- A disability can be temporary, such as someone having a broken leg.



Persons with Disability & Customer Service





What to Say

Words influence how persons with disabilities are thought of:

- Always put people first. Just as a person shouldn't be defined by an illness/disease, a person shouldn't be defined by a disability either.
- Use "disability" or "disabled," not "handicap" or "handicapped."
- If you're not sure, err on the side of caution and wait until a person describes their situation to you, instead of making assumptions.

Top 10 Tips



1. A disability can be visible or non-visible.
2. Make sure your actions/decisions are consistent with the principles of independence, dignity, integration and equality of opportunity.
3. Focus on the person not their disability.
4. Communicate in a manner that takes into account his or her disability.
5. Allow persons with disabilities to be accompanied by their service animal or support person.
6. Keep assistive devices in mind when planning events or selecting venues.
7. If you offer facilities or services for persons with disabilities (such as an accessible washroom), let people know when they are out of order.
8. Train your staff, volunteers and contractors on AODA and any Association specific support expectations.
9. Let persons with disabilities provide feedback on how you met their needs and take appropriate action on any complaints.
10. Everybody is responsible for and benefits from an accessible Ontario.

Use of Service Animals

People with disabilities may also be accompanied by their service animal, unless the animal is excluded by another law. If such a case arises, employees will suggest appropriate alternatives and provide assistance.

A service animal is any animal trained to assist persons with disabilities. Remember, the service animal is an extension of the owner, and has a job to do, so focus on the person not their animal.

A Dog is an example of this (amongst others).



Use of Support Persons

People with disabilities are permitted to be accompanied by a support person to help with communication, mobility, personal care or medical needs in all areas of the Association that are open to the public.

- Remember to talk to the person not to their support person.
- Before discussing confidential information in front of the support person, ask for the consent of the person with a disability.



Assistive Devices

- People with disabilities may use assistive devices as required to access goods and/or services provided by the Company unless otherwise prohibited by law. An assistive device is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Some examples are (where safe in the workplace):

- Wheelchair
- Scooter
- Walker
- Cane
- Oxygen tank
- Hearing aid
- Crutches
- Standing frame
- Computer devices such as screen reading software, touchscreens, etc...
- Speech synthesizer



Ensure you have attention of someone before you approach or interrupt them as you are entering their “space.”

TTY Services (Customer Services)

- To aid customers over the phone who are hearing impaired, Bell provides relay services free of charge.
- 1-800-855-0511 (Voice to TTY)
- 711 (TTY to Voice)
- 1-800-855-1155 (TTY to TTY)
- If using a mobile phone, dial #711 and speak to the TTY operator



Integrated Accessibility Standards

Removing all Barriers



Access Integration Timeline



- Self-Service Kiosks – taking into consideration specific disability (as necessary)
- Training Employees (upon hire or when changes to policy) in Accessibility

By January 1, 2016

– Information & Communication Standards

- Relative to Feedback and Accessible formats & Communication Supports, Accessible Website & Web Content

– Employment Standards

- Relative to Recruitment, Assessment, Selection, Performance Management, Career Development, Reassignment/Transfer
- Accessible Formats & Communication Supports for Employees
- Workplace Emergency Response as applicable and when aware
- Individual Accommodation Plans & Return to work

By January 1, 2017 to full Access 2021

– Built Environment

- Public spaces as it applies to outdoor paths of travel (sidewalks, ramps, stairs, curb ramps, off street parking)
- Service related elements such as reception, waiting areas



A.P. Plasman is an Equal Opportunity Employer

- In 2016 modifications to support accessibility options for employees, applicants in our recruitment process will be available upon request.
- Internal and external postings include a new statement that shows our commitment to this process (noted below).
- **“WE ARE AN EQUAL OPPORTUNITY EMPLOYER”**
- **“If you need an accommodation for any part of the application and hiring process or have any questions, please contact HR”**
- Additional accessibility options upon request will be made available, as it relates to accessible formats and communication supports. Opportunities for accessibility as it relates to employee performance & career development options and development of accommodation plans will be established as required.

Questions

- ▶ For questions concerning this policy please speak to your Company Contact.
- ▶ Employees contact your Supervisor, Manager, or HR Representative
- ▶ Complete Training Acknowledgement Form and Submit to Human Resources
- ▶ Additional enquiries contact:

The Plasman Group

Corporate Offices

5245 Burke Street

Windsor, ON CANADA N9A 6J3

Phone: 519-737-6984



Acknowledgement of Understanding

I acknowledge that I have carefully read and understood the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and completed the associated training.

These standards and laws are applicable to anyone who represents A.P. Plasman Canadian Entities, and have been made available to me online and, if requested, in hard copy form.

I accept my responsibility and accountability for adhering to these standards regarding my conduct while with representing the A.P. Plasman Inc., The Plasman Group, and I am aware that violations can lead to fines and the Company re-evaluating their relationship with me.

Please return this completed form to your A.P. Plasman, The Plasman Group contact or Human Resource Office, or visit <https://www.surveymonkey.com/s/9L9MRWF> to submit it online.

Please Complete – Print / Type Clearly – Request assistance if necessary

First Name

Last Name

Address

Address 2

Postal Code

Telephone (including area code)

Signature

Date (MM/DD/YYYY)

