



DEPENDABLE ANODIZING LTD.

288 Don Park Road Markham ON, L3R 1C3, Canada

(905) 475 - 1229 | dependableanodizing.com

ACCESSIBILITY POLICY

Applicable Legislation:

Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR)

Web Content Accessibility Guidelines (WCAG) 2.0 Level AA

1.0 PURPOSE

(1) To establish the principles of Integrated Accessibility Standards Regulation (IASR) in the areas of Information and Communications, Employment, Transportation and Design of Public Spaces and Customer Service, with a process to structure, align and phase-in accessibility requirements under the regulation.

(2) The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the Human Rights Code nor do the standards limit any obligations owed to persons with disabilities under any other legislation (O. Reg. 191/11, s. 1 (2)).

2.0 SCOPE

The policy applies to all employees of Dependable, including visitors, third party contractors and customers.

3.0 DEFINITIONS

Accessibility: 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.

Accessible Formats: may include, but are not limited to, large print, recorded audio and electronic formats, *Braille* and other formats usable by persons with disabilities.

Accommodation: means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

Assistive Device: may include a technical-aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that persons with disabilities bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier: means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communication Supports: may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications: the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.



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Disability:

- (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*; (“handicap”).

IAP: Individualized Accommodation Plan.

4.0 RESPONSIBILITIES

President has overall responsibility for this program.

Manager/Supervisors are responsible to ensure that employees follow this procedure, arrange for special assistance for persons with disabilities who have communicated such requirements, incorporate accessibility requirements during employment process and implement all other requirements of this procedure.

Marketing is responsible for updating and maintaining Dependable’s Website to meet the *Web Content Accessibility Guidelines (WCAG) 2.0 Level AA*.

Health and Safety is responsible to update this procedure, train employees requiring training on this procedure, receive feedback, and coordinate with Managers/Supervisor any special assistance required for persons with disabilities and support any other accessibility requirements as required by this procedure.

JHSC is responsible to assist individuals in case of *Emergency Response Plan* as needed and review the changes in this procedure.

Human Resources will incorporate accessibility requirements during employment process and retain training records including employees’ names and dates of training and receive feedback.

Employees are responsible to follow this procedure and employees with disabilities who may require assistance to inform Dependable to be adequately accommodated and in the event of an emergency shall communicate their requirement to their Manager/Human Resources and give consent to receive specific help.

5.0 POLICY

STATEMENT OF COMMITMENT: Dependable is committed to ensuring equal access and participation for people with disabilities. Dependable is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. Dependable believes in integration and is committed to meeting the needs of people with disabilities in a timely manner. Dependable will do so by removing and preventing barriers to accessibility and by meeting accessibility requirements under Ontario’s accessibility laws.



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INFORMATION AND COMMUNICATION: Dependable will communicate with people with disabilities in ways that take into account their disability. When inquired, Dependable will provide information about our organization and its services in accessible formats or with communication supports. Dependable will also meet internationally-recognized *Web Content Accessibility Guidelines (WCAG) 2.0 Level AA* website requirements in accordance with Ontario's accessibility laws as applicable.

ASSISTIVE DEVICES: Dependable welcomes people with 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.

SERVICE ANIMALS: Dependable welcomes persons with disabilities and their service animals. If a service animal is not easily identifiable, Dependable will request the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for relating to their disability. However, service animals have to comply with Health and Safety regulations and can be excluded from the plant. Dependable will use other measures to ensure the person with a disability can access our goods, services or facilities.

SUPPORT PERSONS: Dependable welcomes support persons to accompany a person with the disability. In certain cases, Dependable might require a person with a disability to be accompanied by a support person or the health or safety reasons of the person with a disability and others on the premises.

Support person will be determined only with the consultation with the person with a disability to understand their needs, evidence of health and safety concerns; and if there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. *NOTE: An Admission fee is not required to access Dependable goods and services.*

EMPLOYMENT: Dependable will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring and provide support as needed. Dependable will put in place a process to develop individual accommodation plans for employees. Dependable performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

RECRUITMENT, ASSESSMENT AND SELECTION: Dependable will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available upon request for the interview process and for other candidate selection methods. Where an accommodation is requested, Dependable will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of Dependable's policies and supports for accommodating people with disabilities.

ACCESSIBLE FORMATS AND SUPPORTS FOR EMPLOYEES: Dependable will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Dependable will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

Dependable will consult with the employee making the request to determine the best way to provide the accessible format or communication support.



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WORKPLACE EMERGENCY RESPONSE PLAN: Dependable shall provide individualized workplace emergency response information to Dependable employees who have a disability, if the disability is such that the individualized information is necessary, and if the Dependable employee makes Dependable aware of the need for accommodation due to the employee's disability. Dependable shall provide this information as soon as practicable after becoming aware of the need for accommodation. Employees Requiring Assistance who may require assistance in the event of an emergency shall communicate their requirement to their Manager/Health and Safety Specialist and give consent to receive specific help.

NOTICE OF TEMPORARY DISRUPTION: In the event of a planned or unexpected disruption to facilities for customers with disabilities, Dependable will notify Customers through postings the reason for the disruption, its anticipated duration and a description of alternative facilities or services as soon as reasonably possible.

TRAINING: Dependable will ensure that training is provided to all employees, and those that develop policies; on the requirements of the accessibility standards referred to in the regulation and on the Human Rights Code as it pertains to persons with disabilities. Training shall be appropriate to the duties of Dependable employees and will also be incorporated in the Orientation training for all new employees. If any changes are made to this policy or the requirements, training will be provided to include those changes. Dependable shall maintain a record of the dates when training was provided along with the training document and the list of individuals to whom it was provided.

6.0 PROCEDURE

Dependable will accommodate customers and employees wherever possible. To request accommodation or assistance for any program, good or service, contact the **Human Resources Coordinator by phone, email or in person.**

Dependable has created a **MULTI-YEAR ACCESSIBILITY PLAN** that outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the Accessibility at Dependable. Dependable will provide the plan in alternative formats upon request. The plan will be reviewed and updated at least once every year.

FEEDBACK: Dependable shall ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. Any individual can submit feedback to our Human Resources/Health and Safety Specialist in person, email, phone or submitting an online "*Customer Service Feedback Form*" available on Dependable's website at www.dependableanodizing.com. Dependable will investigate and respond to all complaints relating to its services in a timely, thorough and objective manner. Dependable will investigate and respond to all complaints relating to its services in a timely, thorough and objective manner.

MODIFICATIONS TO THIS POLICY AND OTHERS: Dependable is committed to developing accessible policies that respect and promote the dignity and independence of people with disabilities. Dependable retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.