



# **ERIN REFRIGERATION & AIR CONDITIONING**

Division of 1051130 Ontario Limited

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## **ACCESSIBILITY POLICY & MULTI YEAR PLAN**

### **COMMITMENT TO ACCESSIBILITY**

Erin Refrigeration is committed to providing a barrier-free environment for all clients, customers, employees, job applicants, suppliers and any visitors, who may enter our premises, access our information or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

Erin Refrigeration understands that we have a responsibility for ensuring a safe, dignified and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training and best practices.

### **APPLICATION AND SCOPE**

This Policy and Multi-Year Accessibility Plan are made pursuant to the requirements of the AODA and the Integrated Accessibility Standards Regulations ("IAS Regulation") of the AODA and address how Erin Refrigeration will achieve accessibility in accordance with all legislative compliance requirements and schedules. This Policy and Multi-Year Accessibility Plan will be reviewed and updated as necessary at least every five years and posted on our website.

For purpose of this Policy and Plan, "disability" is defined as follows:

1. 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,
2. A condition of mental impairment or a developmental disability,
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

### **ACCESSIBILITY COMMITTEE**

To reflect our commitment to accessibility, we have struck a committee who will be responsible for overseeing the development of our policies and practices. The Erin Refrigeration Accessibility Committee consists of the following members : Greg Manes, Matthew Manes.

### **TRAINING**

Erin Refrigeration provides training to all its employees, partners and contracted staff on the requirements of the IAS Regulation, the Human Rights Code as it relates to persons with requirements, as well as others who are required to be trained pursuant to the AODA and associated regulations. Training is provided on an ongoing basis as necessary to comply with all statutory requirements.

## **INFORMATION AND COMMUNICATION STANDARDS**

### **ACCESSIBLE FORMATES AND COMMUNICATION SUPPORTS**

Upon request and in accordance with the compliance schedule set out in the IAS Regulation, Erin Refrigeration will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner and at a cost that is not greater than the cost charged to other persons, if any. Erin Refrigeration will consult with the person making the request in determining the suitability of an accessible format or communication support and notify the public about the availability of these formats and supports.

### **FEEDBACK**

In accordance with the requirements of the IAS Regulation, Erin Refrigeration ensures that its feedback process for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. We will notify the public of the availability of “accessible formats” and “communication supports” including by posting this information online.

For purposes of this Policy and Plan, “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 and “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.

### **ACCESSIBLE WEBSITES AND WEB CONTENT**

In accordance with the compliance requirements set out in the IAS Regulation and subject to applicable exceptions, Erin Refrigeration will ensure that its websites and the applicable web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level AA by January 2021.

### **EMPLOYMENT STANDARDS**

Erin Refrigeration is committed to ensuring that its employment practices are in compliance with the AODA, IAS Regulation and the Ontario Human Rights Codes. Erin Refrigeration is in the process of updating its written policies and practices to ensure compliance with all requirements of the IAS Regulation and in accordance with the compliance schedule.

To the extent that we are not already doing so, and in accordance with the requirements of the IAS Regulations, Erin Refrigeration will ensure that it has the following policies and processes in place to ensure our compliance.

### **RECRUITMENT**

Erin Refrigeration will notify employees and the public about the availability of accommodation for applicants (including existing employees) with disabilities in its recruitment processes and specifically:

- Notify job applicants (including existing employees and members of the public) when they are individually selected to participate in an assessment or selection process that accommodations, including Accessible Formats and Communication Supports, are available upon request in relation to the materials or processes to be used;
- If a selected applicant requests an accommodation, Erin Refrigeration will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to a disability;
- Notify successful applicants of Erin Refrigeration’s policies for accommodating employees with disabilities when making offers of employment; and
- Notify employees of Erin Refrigeration’s policies used to support its employees with disabilities including but not limited to policies on the provision of job accommodations that take into account an employee’s accessibility needs due to a disability.

## **INFORMATION SHARING**

In accordance with the requirements of the IAS Regulation, Erin Refrigeration shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account and employee's accessibility needs due to a disability. This information shall be provided to new employees as soon as policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

## **ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES**

Where an employee with a disability so requests it, Erin Refrigeration will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace, including training materials. Erin Refrigeration will consult with the employee making the request in determining the suitability of an accessible format or communication support.

## **DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS & RETURN-TO-WORK PROCESS**

In accordance with the requirements set out in the IAS Regulations, Erin Refrigeration shall continue to develop a process for the development of individual accommodation plans for employees with disabilities. Our process will include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which Erin Refrigeration may request an evaluation by an outside medical or other expert to assist with determining if accommodation can be achieved and, if so, how to achieve accommodation;
- The manner in which the employee can request the participation of a representative from the workplace in the accommodation process;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial are to be provided to the employee;
- The means of providing the accommodation plan in a format that takes into account the employee's accessibility needs;

Individual accommodation plans shall, if requested, include any information regarding Accessible Formats and Communication Supports provided; if requested, include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

Erin Refrigeration has in place documented return-to-work processes for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Building on that foundation, we will ensure that those processes clearly outline the steps that Erin Refrigeration will take to facilitate the return to work process amongst other requirements that facilitate that process. Our return to work processes will include individualized accommodation plans.

## **PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT, REDEPLOYMENT**

Erin Refrigeration shall take into account the accessibility needs and/or individual accommodation plans of employees when: using performance management processes: providing career development and advancement; and using redeployment.

## **WORKPLACE EMERGENCY RESPONSE INFORMATION**

Erin Refrigeration provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. Erin Refrigeration provides this information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Erin Refrigeration will provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

In each case Erin Refrigeration reviews the individualized workplace emergency response information: when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when employer reviews its general emergency response policies.

## **ACCESSIBILITY STANDARDS FOR OUR FACILITIES**

Erin Refrigeration is committed to designing our facilities free from barriers and accessible to all persons we serve. Erin Refrigeration will comply with Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the IAS Regulation.

In the event that we adopt self-serve kiosks, we shall have regard to accessibility in design, procurement or acquisition of these kiosks.

## **REFERENCES**

- Erin Refrigeration Accessibility Policy made pursuant to the Accessibility Standards for Customer Service (Reg. 429/07)
- Accessibility for Ontarians with Disabilities Act , 2005
- Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act , 2005 (integrated Accessibility Standards)

## **COPIES**

Upon request, all of our policies can be made available in an accessible format and we can provide or arrange to provide communication supports as necessary.