

# Ontario Accessibility Policy

## AODA



IBP Solutions Canada Inc. dba Forte Opening Solutions will be hereinafter referred to as "The Company" throughout this document.

### PURPOSE

Under the Accessibility for Ontarians with Disabilities Act, 2005, all private sector organizations in the Province of Ontario must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility policy, multi-year accessibility plan and related commitments, in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) for IBP Solutions dba Forte Opening Solutions (the "Company"). The Accessibility for Ontarians with Disabilities Act, 2005, and its Regulations (including all other standards as may be developed) are collectively referred to hereafter as the AODA.

### DEFINITIONS

**"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.

**"Communication Supports"** means captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**"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, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; ("obstacle").

**"Disability"** is defined broadly by the Ontario Human Rights Code as:

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 coordination, 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 the Workplace Safety and Insurance Act, 1997."

**"Representative"** means employees, volunteers, others that provide goods or services on Company's behalf, and all those who are involved in the development of Company's policies, practices and procedures.

### POLICY

The Company is committed to accessibility for persons with Disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity. We are committed to meeting the needs of persons with Disabilities in a timely manner and will do so by preventing and removing Barriers to accessibility and meeting the accessibility requirements under the AODA.

#### Commitment to Accessible Information and Communications

The Company will make its information accessible to people with Disabilities by creating materials and supports in Accessible Formats, and it will notify the public of the types of Accessible Formats provided.

Further, the Company will deliver alternate formats of information to clients, upon request. The Company will consult with the person making the request to determine the suitability of any Accessible Format or Communication Support provided. This information and documentation will be provided as soon as is practicable, but specific timeframes may vary depending on the format requested.

If the Company determines that information or communications are unconvertible, the Company will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by the Company.

#### FEEDBACK REGARDING ACCESSIBILITY

The Company encourages persons with Disabilities to provide comments on the services they receive, including feedback regarding the accessibility of those services.

Feedback may be delivered to the Company in person, by telephone, mail, email, facsimile or other means available to the person.

Individuals may use any of the following feedback channels:

- (a) In person at the Company's office: **3799 Commerce Rd. London Ontario N6N 1P9**
- (b) By telephone, facsimile or e-mail: **519-644-2444 ext. 4410; bneale@forteopenings.com**
- (c) By mail: in writing or through electronic or audio recording.

All feedback will be reviewed for possible improvement in the Company's services and accessibility to its services. Feedback will be directed to the most appropriate Company employee for resolution, and any complaints will be addressed as soon as possible. Persons providing feedback can expect an acknowledgment of their feedback to be issued within 10 business days. The acknowledgment will indicate when the matter will be addressed, and when the individual will be notified further in the matter. Correspondence with the individual will take into account their accessibility needs and will be provided in accordance with the Company's commitment to accessible information and Communication Supports, described above.

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### ACCESSIBLE EMPLOYMENT

The Company welcomes and encourages employment applications from people with Disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

The Company has implemented the following practices and procedures to promote the inclusion of applicants for employment and existing employees with Disabilities in its workplace.

General Recruitment, Assessment and Selection Process. Forte Opening Solutions will notify candidates under consideration for employment about the availability of accommodation for applicants with disabilities during the recruitment process. Forte Opening Solutions will include the following statement on all job postings and recruitment information:

*Forte Opening Solutions invites applications from all qualified individuals. Forte Opening Solutions is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.*

*Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Human Resources.*

*If a selected applicant requests an accommodation, Forte Opening Solutions will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation that considers the applicant's accommodation request and accessibility needs.*

*v. Notice to Successful Applicants. When making offers of employment, Forte Opening Solutions will notify the successful applicant of its policies for addressing accommodation requests from employees with disabilities.*

*"Forte Opening Solutions is committed to providing accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accommodation requests related to your employment at FORTE OPENING SOLUTIONS, please contact the undersigned. As part of your orientation to your role, you will receive training on the AODA and related FORTE OPENING SOLUTIONS policies."*

### EMPLOYEE NOTIFICATION

The Company informs its employees of its policies used to support its employees with Disabilities: (a) to new employees as soon as practicable after they begin their employment; and (b) whenever there is a change to existing policies on the provision of job accommodations that take into account accessibility needs due to a Disability.

### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Where an employee with a Disability requests it, the Company will consult with the employee to provide or arrange for the provision of Accessible Formats and Communication Supports for: (a) information that is needed in order to perform the employee's job; and (b) employment information that is generally available to employees in the workplace.

The Company will consult with the employee making the request in determining the suitability of an Accessible Format or Communication Support.

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

The Company takes into account the accommodation needs of its employees when:

- (a) using performance management;
- (b) providing career development and advancement opportunities; and
- (c) redeploying employees.

### WORKPLACE EMERGENCY RESPONSE INFORMATION

The Company 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 due to the employee's Disability.

If you are an employee with a temporary or permanent Disability, and require assistance in the event of an emergency, please contact Human Resources so that the Company can provide you with a personalized workplace emergency response plan, with your input and consent.

The Company will review and update, if necessary, the response plan when:

- (a) you change locations;
- (b) your overall accommodation needs and/or accommodation plan are reviewed; and
- (c) when the Company's general emergency policies are reviewed.

If you require assistance in emergency situations, the Company will provide your personalized workplace emergency response plan to a designated person(s), with your consent and in a way that respects your privacy

### TRAINING COMPONENT

The Company provides two types of training related to accessibility:

- (a) integrated standards accessibility training; and
- (b) training on the Human Rights Code as it relates to individuals with Disabilities.

This training will be provided to all Representatives as soon as practicable and generally, within three months of the individual's commencement of duties. Training will also be provided on an ongoing basis when changes are made to these policies, practices and procedures.

The Company will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

The Company is committed to providing access to goods and services to its individuals in a manner that is consistent with the principles of independence, dignity, integration and equality of opportunity, and that is in compliance with the AODA. To that end, the Company recognizes the importance of:

- (a) Providing integrated access to goods and services for individuals with Disabilities;

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- (b) Openly communicating and responding to the needs of individuals with Disabilities in order to provide them with excellent individual service

### ACCESSIBLE COMMUNICATIONS

Company Representatives are required to communicate with external representatives and internal employees with Disabilities in a manner that takes into account their Disabilities. Representatives will consider how an individual's Disability may affect the way that the individual expresses, receives or processes communications and, where possible, they will ask the individual how to best communicate with the individual.

Line to be included in all communications including email signatures:

Please let us know if you require information in alternate formats or if any other arrangements can make our services accessible to you.

### ASSISTIVE DEVICES

Assistive devices that may be used by individuals with Disabilities are welcome on the Company's premises that are open to the public or other third parties. Persons with Disabilities who use an assistive device will be permitted to use their own device to access the goods and services of the Company. The Company will take steps to ensure that Representatives are familiar with commonly used assistive devices.

### SERVICE ANIMALS

The Company welcomes guide dogs or other animals that serve individuals with Disabilities in those areas of its premises that are open to the public although we do not serve individuals and will permit the individual to keep the service animal with them, except for those animals that are otherwise excluded by law from the premises. In the event that a service animal is otherwise excluded by law from the premises, the Company will provide the applicable individual with an alternative method of obtaining, using or benefitting from its goods or services.

### SUPPORT PERSONS

The Company welcomes persons who support individuals with Disabilities to accompany them onto those parts of its premises that are open to the public or other third parties. The Company will ensure that individuals who so require have access to their support persons while on the premises. Such support persons need not be paid, professional support workers. They may be volunteers, family members or friends who provide support to the individual.

### SERVICE INTERRUPTIONS

In the event that a facility, service or system offered by the Company to individuals with Disabilities becomes temporarily unavailable, in whole or in part, the Company will provide notice of the disruption to the public via as many channels as possible, in Accessible Formats, where available. We will physically post notices where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services that is accessible to individuals with Disabilities, if any, that are available.

### AODA TRAINING

All Company Representatives will be:

- (a) Provided with an overview of the AODA under the Regulations;
- (b) Trained on how to interact, communicate and assist people with Disabilities, and in particular, people with assistive devices, and those who require the assistance of a guide dog, service animal or support person;
- (c) Made aware of the policies and procedures created by the Company in accordance with the Service Standard; and
- (d) Trained on how to help a person with a Disability who is having difficulty.

This training will also be provided on an ongoing basis, as soon as practicable, whenever the Company's policies change with respect to individual service accessibility for individuals with Disabilities.

All Employees: <https://www.aoda.ca/free-online-training/>

### AVAILABILITY OF THIS POLICY

A copy of this policy will be posted on the company website.

Upon request, the Company will provide or arrange for the provision of this policy, or the information contained in this policy, to the requesting individual in an Accessible Format or with a Communication Support in a timely manner that takes into account the person's accessibility needs due to Disability and at no cost. In doing so, the Company will consult with the person making the request in determining the suitability of the format or Communication Support.

### ACCESSIBILITY FEEDBACK REPORT

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_

Area in question

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Description:

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