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# ACCESSIBILITY POLICY AND MULTI YEAR PLAN

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## INTEGRATED ACCESSIBILITY STANDARDS

### Statement of Commitment

Bobrick is committed to meeting the accessibility needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. In that regard, Bobrick has established an accessibility policy and a multi-year accessibility plan to meet its obligations under Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Bobrick vision for accessibility is that people with disabilities, visible or invisible, are given the same opportunity as others to obtain and benefit from services offered by Bobrick. Bobrick’s goal is to make reasonable efforts to provide services in such a way that the key principles of independence, dignity, integration and equality of opportunity for persons with disabilities are respected.

### Application

This policy applies to all employees, volunteers and agents of Bobrick who interact with Bobrick’s current and prospective employees, volunteers, agents, customers, clients, suppliers, and any other users of Bobrick’s services.

### Multi-Year Accessibility Plan

Bobrick Washroom Equipment Company will meet the needs of people with disabilities by providing the required support necessary to remove barriers to accessibility. Bobrick’s Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and meet its requirements under the Regulation. Bobrick will post the plan on its website and will provide it in an accessible format upon request. The plan will be reviewed and updated at least once every five years.

Our plan consists of the following:

## **Training**

By January 1, 2015, Bobrick will ensure that training is provided to all employees, and volunteers, and all persons who participate in developing Bobrick's 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 will be provided as soon as practicable and will be provided based on their job function and role.

If any changes are made to this policy or the requirements, training will be provided to include those changes. Bobrick shall maintain a record of the dates when training was provided and the number of individuals to whom it was provided. Bobrick shall ensure that others that provide goods, services or facilities on behalf of the organization have had training.

## **Information and Communications Standard**

By January 1, 2016, Bobrick is committed to meet the communication needs of people with disabilities. As an organization, we will consult with people with disabilities to determine their information and communication needs in order to accommodate to the best of our ability in our facility. This will include:

- i. Providing larger print documents
- ii. Orally read necessary information as required
- iii. Provide visual pics of information for understanding
- iv. Breakdown the information so that it's easier to read and/or understand

*These forms of communication will be provided upon request*

### Unconvertible Information or Communications

If Bobrick determines that information or communications are unconvertible, Bobrick will provide the person requesting the information or communication with.

- (a) An explanation as to why the information or communications are unconvertible; and
- (b) A summary of the unconvertible information or communications.

Information or communications are unconvertible if,

- (a) It is not technically feasible to convert the information or communications; or
- (b) The technology to convert the information or communications is not readily available.

## Website Accessibility

Where practicable, by January 1, 2014, Bobrick will make any new internet website and web content on those sites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2021 all internet website and web content backdated to 2012 will conform to WCAG 2.0 Level AA.

## Feedback Processes

By January 1, 2015, Bobrick will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and with communication supports upon request. Bobrick will notify the public about the availability of accessible formats and communication supports.

## Removal of Barriers

Bobrick will meet the Accessibility Standards for public access for all persons with disabilities. We will take the following steps to prevent and remove accessibility barriers identified by 2025:

- i. Install automatic push button to open doors externally and internally to the building
- ii. Provide a table that is at the appropriate height for a wheelchair for rest area
- iii. Install a railing at the front entrance along with ramp
- iv. Handicap car space

*If current accommodations are necessary, we request you contact Employee Relations to discuss possible arrangements.*

## **Employment Standards**

Bobrick will comply with the requirements of the Employment Standards in the Regulation by January 1, 2016. The Employment Standards apply in respect of employees, and not volunteers or other non-paid individuals.

### Recruitment

Bobrick continues to be an equal and fair employer. The qualification of each employee or prospective employee is governed by the Human Rights Code, prohibiting any grounds of discrimination as outlined in the Code.

Reasonable accommodations will be made for individuals with disabilities to perform the essential functions of the job.

We will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- i. Communicate on posting that we welcome and encourage applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the interview process.
- ii. Provide the necessary devices to support the job application

## Employee Notification

Bobrick 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 an employee's accessibility needs due to a disability. Such information will be provided as follows:

- i. To new employees as soon as practicable after they begin their employment;
- ii. To existing employees whenever there is a change to existing 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

Upon request by an employee with a disability, Bobrick will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- i. Information that is needed in order to perform the employee's job; and
- ii. Information that is generally available to employees in the workplace.

Bobrick will consult with the employee making the request in determining the suitability of an accessible format or communication support.

## Individual Accommodation Plan (IAP)

Bobrick will develop and have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process will include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

### *Return to Work*

Bobrick will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes shall be documented and must outline the steps that Bobrick will take to facilitate the return to work and include an individual accommodation plan.

Bobrick will continue to support this program with the following:

- i. Evaluate limitations due to disability and modify and or look at alternative areas to meet the limitation requirements based on skill level of person.
- ii. Will look at the accessibility needs of employees and take into account any physical barriers that need to be removed.

### *Performance Management, Career Development and Advancement and Redeployment*

Bobrick will take into account the accommodation needs and/or individual accommodation plans of employees when:

- i. Using performance management processes;
- ii. Providing career development and advancement information; or
- iii. Redeploying employees in lieu of a layoff.

### *Workplace Emergency Response Information*

Bobrick shall provide individualized workplace emergency response information to employees who have a disability in accordance with the following elements:

- i. 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;
- ii. If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, Bobrick shall provide the workplace emergency information to the person designated by Bobrick to provide assistance to the employee;
- iii. As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;

- iv. Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when Bobrick reviews its general emergency response policies.

## **Design of Public Spaces**

1. Bobrick will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include, but are not limited to, outdoor public eating areas, outdoor paths of travel, accessible off street parking and service-related elements such as counters and waiting areas.
- 2.

## **Questions**

If anyone has questions about the Bobrick accessibility policy and/or multi-year accessibility plan, or requires this information in an accessible format, please contact Employee Relations.

Gail Bonavolta  
Administration/Quality Manager  
Bobrick Washroom Equipment Company  
Direct Line: (416) 298 – 1066 x 145  
Fax Line: (416) 298 -6386  
Email: gbonavolta@bobrick.com

