

PATENE Building Supplies Ltd.

Accessibility for Ontarians with Disabilities Act Accessibility Multi-Year Plan

December 2014

Introduction:

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act (AODA) in 2005* with the goal of making Ontario accessible by 2025. Patene Building Supplies ('Patene') is committed to complying with the *Accessibility for Ontarians with Disabilities Act, 2005* and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

In keeping with elements of the Act, Patene has established in accordance with the regulation; this multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities.

In accordance with the requirements set out in the AODA, Patene will:

- Post this plan on its website (found at: www.patene.com)
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Overview:

This plan covers the following;

- Customer Service Standards
- Integrated Accessibility Standards
- Emergency Procedure, Plans or Public Safety Information
- Workplace Emergency Response Information
- Training
- Information and Communication Standards
- Feedback, Accessible Formats and Communication Supports
- Accessible Website and Web Content
- Employment Standards
- Recruitment
- Informing Employees of Supports available/required
- Documented Individual Accommodation Plans/Return to Work Process
- Performance Management, Career Development and ongoing Customer Service Standard upgrading

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Customer Service Standard:

The Accessibility Standards for the Customer Service were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual. Patene makes reasonable, timely efforts to ensure that its policies, procedures and practices pertaining to the providing of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: under Ontario Regulation 429/07.

- Patene's goods and services must be provided in a manner that respects the dignity and independence of any persons with disabilities.
- The provision of our goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an equal opportunity to obtain, use and benefit from the goods or services.

Actions Taken:

- All employees are trained (at orientation for new employee and current training for existing employees) to communicate and provide the best possible customer service to all customers, including persons with disabilities;
- To ensure all staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing our goods or services;
- Maintain the completion of accessibility training and records accordingly;
- Ensuring customers accompanied by a service animal in areas of any Patene location are open to the public and other third parties, are accommodated as needed;
- Ensuring if any customer with a disability is accompanied by a support person, the support person is accommodated;
- Posting notice(s) in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include reason(s) for the disruption, the anticipated timeframe, and details of next closest branch or service, if any, that may be available;
- Continuance to encourage feedback from any person with disabilities through various communication methods.

Mandatory compliance date: January 1, 2013

Status: Completed

Planned Action:

- Continue to provide customer service training to all new employees;
- Report compliance with the customer service standard on the Accessibility Compliance reporting tool through the One-Source for Business website.

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Integrated Accessibility Standard

Emergency Procedure, Plans or Public Safety Information:

Patene is committed to complying with the provisions of the *AODA* in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

Action Taken:

- Emergency procedures, plans and public safety information are made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Mandatory compliance date: January 1, 2012

Status: Completed

Workplace Emergency Response Information:

Where Patene is aware that an employee has a disability and there is a need/request for accommodation any/all individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken:

- Where the organization becomes aware of the need to accommodate an employee's disability, and if the employee's disability is such that the individualized emergency response information is necessary, Patene will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's permission, Patene will provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.

Patene will review the individualized workplace emergency response information when:

- the employee relocates to a different position/location in the organization;
- the employee's overall accommodations needs or plans are reviewed; and/or
- Patene reviews its general emergency response policies.

Mandatory compliance date: January 1, 2012

Status: Completed

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Training:

Patene is committed to implementing a process to ensure that all employees and all other persons who provide goods, services and facilities on Patene's behalf are provided with appropriate training on the requirements of the *AODA* and the *Ontario Human Rights Code* as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Actions Planned:

- To determine and ensure that the appropriate training on the requirements of the *AODA* and the *Ontario Human Rights Code*, as it pertains to persons with disabilities is provided to all employees and other persons who provide goods and services on Patene's behalf.
- Ensure that the training is provided to persons referenced above within a reasonable timeframe and is practical.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is current and provided on any changes to the given policies on an ongoing basis within reasonable timeframes.

Mandatory compliance date: January 1, 2015

Status: Completed

Information and Communication Standards:

Patene is committed to complying with provisions of the *AODA* in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

- Feedback, Accessible Formats and Communication Supports

Actions Planned:

- Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Except as otherwise provided for under the *AODA*, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the individual person's accessibility needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.

Mandatory compliance date: January 1, 2015

Feedback-related provisions - **Status: Completed**

January 1, 2016 – Accessible formats & Communication Supports-related - **Status: In process**

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➤ Accessible Websites and Web Content

Actions Planned:

Patene will ensure that Patene's public websites and online content conform with the World Wide Web (www) Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A (new websites and online content) and with Level AA for all content by *January 1, 2021*.

Required compliance date: January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content, January 1, 2021 – WCG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the *AODA*

Status: *In process*

➤ Employment Standards

Recruitment:

Patene is committed to ensuring compliance with all provisions of the *AODA* in respect of this requirement, with the objective of making all steps of the recruitment process accessible to persons with disabilities.

Actions Planned:

Recruitment General

Patene will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process.

This will include:

- A review and as necessary, adjustment of existing recruitment policies, procedures, processes and templates.
- Identifying that accommodation is existing for applicants with disabilities, on Patene's website and on job postings.

Recruitment, Assessment and Selection

Patene will notify job applicants, when they are individually selected to participate in an assessment or selection process, which accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process.

This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates.
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment.
- If/when a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

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Notice to Successful Applicants

When making offers of employment, Patene will notify the successful applicant of its policies for accommodating employees with disabilities.

This will include:

- A review and, as necessary, revision of existing recruitment policies, procedures, processes and templates.
- Inclusion of notification of Patene's policies on accommodating employees with disabilities in offer of employment letters.

Required compliance date: January 1, 2016

Status: *Forthcoming*

➤ Employee Supports

Patene is committed to complying with the provisions of the *AODA* in respect of this requirement, with the objective of informing all employees of available accessibility supports.

Actions Planned:

- Inform employees of policies used to support 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 disability.
- Provide the information required to new employees as soon as practicable after they begin their employment.
- Provide updated information to its 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 disability.
- Where an employee with a disability requests it, 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.

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

Required compliance date: January 1, 2016

Status: *Forthcoming*

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➤ Documented Individual Accommodation Plans/Return to Work Process

Patene is committed to complying with the provisions of the *AODA* in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

Actions Planned:

Existing policies will be reviewed to include processes that Patene will follow to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

Patene will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Patene will ensure that the process for the development of documented individual accommodation plan(s) includes 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 Patene can request an evaluation by an outside medical or other expert, at Patene's expense, to assist Patene in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- 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.
- 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 will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

Patene will ensure that the return to work process as set out in its existing policies outlines the steps Patene will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required compliance date: January 1, 2016

Status: *Forthcoming*

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➤ **Performance Management, Career Development and on going Customer Service Standard upgrading**

Patene will take into account the accessibility needs of employee(s) with disabilities, as well as individual accommodation plans:

- when using its performance management process in respect of employee(s) with disabilities;
- when providing career development and advancement to its employee(s) with disabilities;
- when reassigning employees with disabilities.

Actions Planned:

- Review, assess and, as necessary, modify existing policies, procedures, practices and templates to ensure compliance with the *AODA*;
- Take the accessibility needs of employee(s) with disabilities and as applicable, their individualized accommodation plans, into account when:
 - assessing performance
 - managing career development and advancement
 - reassigning/transferring is required

Required compliance date: January 1, 2016

Status: *Forthcoming*

For more Information:

For more information on Patene's accessibility plan, please contact head office, HR Dept.

Telephone: 519 822 1890

Email: HR@patene.com

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