

Accessibility for Ontarians with Disabilities Act

Accessibility Policy(Revised)

Responsible Authority: Director, Human Resources
Date of Original Policy: January 1, 2016
Recent Revision Date: July 25, 2018
Mandatory Revision Date: January 1, 2017

Accessibility for Ontarians with Disabilities Act and Horizon Plastics

The enactment of the *Accessibility for Ontarians with Disabilities Act* (AODA) in 2005 fundamentally changed the approach to accessibility for people with disabilities by establishing accessibility standards that all organizations and businesses that operate in Ontario must adhere to. In this regard, organizations and businesses that provide goods and services in Ontario would be obligated to continually identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

In 2008, the *Accessibility Standards for Customer Service* (CSS) became law. In 2011, the *Integrated Accessibility Standards Regulation* (IASR) harmonized the *Information and Communications, Employment and Transportation* standards. The IASR requirements are to be phased in from 2011 to 2021, with specific compliance deadlines for various sections the regulation.

In accordance with the *Integrated Accessibility Standards Regulation* (IASR), Horizon Plastics International has created a multi-year accessibility plan which outlines the strategy that will be taken to remove and prevent barriers under this regulation. At the end of each year Horizon Plastics International will revisit the plan to update the progress in meeting the various requirements of this regulation as stipulated in the multiyear plan.

Horizon Plastics International uses the accessibility policy, including the AODA, Accessibility Standards for Customer Service Policy to demonstrate our commitment to the obligations under all of the AODA Accessibility Standards. Our Multi-year Accessibility Plans provide the strategy designed to meet the obligations of all obligations under all of the AODA Accessibility Standards.

Scope

Horizon Plastics International will implement and maintain a policy governing how they will achieve accessibility through meeting its requirements in accordance with the AODA and the IASR,

Horizon Plastics International will continue to adhere to the Accessibility Standards for Customer Service Policy which has been integrated in to this policy.

This policy applies to all employees, students, volunteers and others who provide goods, services or facilities on behalf of the organization.

Policy

In addition to our continued obligation under the CSS, Horizon Plastics International is required to meet accessibility obligations under the AODA and IASR according to the timetable specific for large organizations.

Horizon Plastics International will file an accessibility compliance report every three (3) years. The report will be available to the public and upon request in an accessible format.

The purpose of this policy is to outline Horizon Plastics International's commitment to help identify and remove barriers that impede a person's ability to access our goods, services and facilities.

Integrated Accessibility Standards - Ontario Regulation 191/11

In accordance with the *Integrated Accessibility Standards Regulation*, Horizon Plastics International has made the following accessibility commitments:

Horizon Plastics International has developed a multi-year accessibility plan, which outlines the strategy to prevent and remove barriers and meet its requirements under this Regulation.

The plan is available in a digitally accessible format on Horizon Plastics International's web site and is available in alternate format upon request. Horizon Plastics International will review and update the multi-year plan in consultation with the various department leaders at least once every 5 years.

Horizon Plastics International ensures all employee groups, volunteers, persons who participate in the development of policies and all other persons who provide goods, services or facilities on behalf of Horizon Plastics International receive training on the requirements of the accessibility standards and on the *Ontario Human Rights Code*, as it pertains to persons with disabilities.

1.0 Customer Service Standard

HORIZON PLASTICS INTERNATIONAL is committed to excellence in serving all customers including people with disabilities.

1.1

Assistive Devices:

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

1.2

Communication:

We will communicate with people with disabilities in ways that take into account their disability.

1.3

Service Animals:

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law.

1.4

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises and on our website.

1.5

Notice of Disruption:

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, HORIZON PLASTICS INTERNATIONAL will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted in the receiving entrance and at front reception so that it is easily found.

1.6

Training for Staff:

HORIZON PLASTICS INTERNATIONAL will provide training to all employees and volunteers who may deal with the public on their behalf.

Training will be provided to newly hired Horizon Plastics employees during their initial orientation. Staff will also be trained when changes are made to the policy and will be provided with refresher training as required.

Training records will be kept indicating the number of employees and the date training was provided.

Where applicable, Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- HORIZON PLASTICS INTERNATIONAL's policy related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices (e.g. wheelchair lifts, TTY, etc.) available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing HORIZON PLASTICS INTERNATIONAL's goods and services.

1.7

Feedback Process:

We encourage our customers who wish to provide any feedback to HORIZON PLASTICS INTERNATIONAL on this policy, goods, services or facilities to contact Human Resources at (905) 372-2291 or via email to AODA.coordinator@HorizonPlastics.com

Any feedback provided will be kept on file by the Human Resources Department.

FORMS:



AODA Customer
Feedback Form.docx

2.0 Information and Communication

2.1

Horizon Plastics International will meet the communication needs of persons with disabilities and will provide information and communication materials in accessible formats or with communication supports upon request.

If Horizon Plastics International determines that the information or communication is unconvertible, Horizon Plastics International shall provide to the person requesting the information or communication with an explanation as to why it is unconvertible, a summary of the unconvertible information or communication.

For the purposes of this commitment and in accordance with this legislation, information and communications are unconvertible if:

- it is not technically feasible to convert the information or communications; or
- the technology to convert the information or communications is not readily available

2.2

Horizon Plastics International will ensure that the processes for receiving and responding to feedback are accessible and will provide accessible formats and communications supports upon request.

Horizon Plastics International has an accessible feedback process established in accordance with the Accessibility Standards for Customer Service (*O. Reg. 497/07*).

2.3

Horizon Plastics International will 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 person's accessibility needs due to disability, and at a cost that is no more than the regular charged to other persons.

Horizon Plastics International consults with the person making the request in determining the suitability of an accessible format or communication support.

2.4

Horizon Plastics International will ensure their internet and intranet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and increasing to Level AA, in accordance with the schedule set out in this section of the regulation. This includes all web-based applications and web content that are controlled directly or through a contractual relationship.

2.5

Horizon Plastics International will provide education or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person upon request.

3.0 Employment

Horizon Plastics International is committed to ensuring that all employment practices are inclusive.

3.1

Horizon Plastics International will take the necessary steps to ensure the availability of accommodation for applicants with disabilities in its recruitment processes.

During the recruitment process Horizon Plastics International will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a request for accommodation is made, the applicant will be consulted with in order to provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

3.2

When making offers of employment to new employee, Horizon Plastics International will inform new employees of the company's policy for accommodating employees with disabilities. This information will be made available in an accessible format or with communication supports upon request.

3.3

Horizon Plastics International will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, the policy on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Horizon Plastics is committed to accommodating people with disabilities and Human Resources will use the following process to identify and meet employee accommodation needs.

Recognize the need for accommodation

Requested by employee

Identified by the employer

Gather relevant information and assess individual needs

Functional Abilities assessment

Medical information

Write an individual accommodation plan

Plan will be provided to Employee or written reasons for denying accommodation

Implement, Monitor and update plan

Formal reviews and updates will take place

3.4

Horizon Plastics International will ensure that all information and communication is available in accessible formats or with communication supports upon request. This includes information that is needed by an employee in order to perform their job and information that is generally available to all employees in the workplace.

3.5

Horizon Plastics International has a Return to Work Policy that outlines the steps that Horizon Plastics International takes to facilitate the return to work of employees who were absent because their disability required them to be away from work; and uses documented individual accommodation plans.

The individual accommodation plans may include if requested, any information regarding accessible formats and communication supports and individualized workplace emergency response information.

3.6

Horizon Plastics International will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management, career development and advancement and redeployment practices.

4.0 Built Environment

Horizon Plastics International will comply with the Built Environment Standards when undertaking new construction and redevelopment of public spaces.

4.1

Horizon Plastics International shall meet the requirements set out in sections 80.32 through 80.38 of the IASR when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities.

4.2

Horizon Plastics International shall ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR when constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the *Ontario Building Code*.

4.3

Horizon Plastics International shall establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.

Related Materials

Horizon Plastics International AODA Multi-year Accessibility Plan