

ACCESSIBLE CUSTOMER SERVICE PLAN

A ROAD MAP TO BETTER ACCESSIBILITY AND ACCOUNTABILITY; IMPLEMENTING POLICIES, PRACTICES AND PROCEDURES TO IDENTIFY, REMOVE AND PREVENT BARRIERS TO BECOME MORE ACCESSIBLE ORGANIZATION TO OUR CUSTOMERS AND EMPLOYEES WITH DISABILITIES.

2012 - 2016

Introduction

Grandor Lumber Inc. has developed its first multi-year accessibility plan to achieve compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

The Integrated Accessibility Standards Regulation (IASR) under the AODA requires Grandor Lumber to establish, maintain and document a multi-year accessibility plan to address company's strategies to identify, remove and prevent barriers to persons with disabilities and its policies, programs, practices and services.

The accessibility plan must also document how the company intends to meet the requirements of Integrated Accessibility Standards Regulation, O.Reg. 191/11.

Grandor Lumber is required to prepare its first multi-year accessibility plan by December 31st, 2014. Going forward, the company will review and update the plan every Three (3) years and prepare progress report outlined in previous years and strategize future plan to meet accessibility requirements under IASR, and address any current barriers and prevent and remove future barriers.

The Accessibility Plan Development

The Multi-year plan (2012 – 2016) confirms Grandor Lumber’s continuous efforts to meet its commitment to make goods, services and facilities accessible to persons with disabilities and ensure participation of individuals with disabilities.

The plan includes local organizational participation to ensure organizations’ accessibility accomplishments to date and future accessibility plans.

Our organizational Commitment

Grandor Lumber is committed to applying principles and guidelines of the Accessibility for Ontarians with Disabilities Act (AODA) to identify, remove and prevent barriers and strives to provide its goods and services in a way that respects the dignity and independence of persons with disabilities.

We believe in integration and equal opportunity.

We are committed to meeting the needs of people with disabilities in 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 and any other applicable legislation.

All persons with disabilities will be given an equal opportunity as others to obtain, use or benefit from our services in every division.

Past Achievements

Starting 2012, we were required to be in compliance with Accessibility Standards for Customer Service, 429/07;

- Establishment of policies, practices and procedures

- Use of Service Animals and Support Persons

- Notice of Temporary Disruptions

- Training for Staff

- Feedback Process for providers of goods or services

- Notice of availability of documents and

- Format of Documents

Implement a Plan to help an employee with a disability during emergency or emergency information that is formatted so an employee with a disability can understand it

Help employees with disabilities return to work

Accessible Emergency Information

Grandor Lumber is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Grandor Lumber will provide training to employees, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, and other staff members.

Affected Businesses and Organizations

The Integrated Accessibility Standards Regulation applies to all Ontario organizations that provide goods, services or facilities to the public or to other organizations and have **at least one employee**.

- The regulation divides organizations into five categories.
- Government of Ontario and the Legislative Assembly
- Large designated public sector organizations with 50+ employees
- Small designated public sector organizations with 1- 49 employees
- Large organizations (private and not-for-profit) with 50+ employees
- Small organizations (private and not-for-profit) with 1-49 employees

Definitions

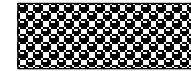
Accessible formats – formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs, CDs, and

Communication supports – supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate

Grandor Lumber' IASR plan 2012 to 2016

Accessibility Standards Requirements

Accessibility Standards for Customer Service – 429/07

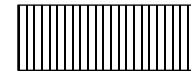


Integrated Accessibility Standards – 191/11

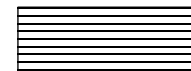
General Requirements – Part I



Information & Communication Standards – Part II



Employment Standards – Part III



In this document - Corp. H & S Dept. refers to Health and Safety personnel and executives (Head office)

- Management (Mgmt.) refers to local managers, Human Resources and Supervisors

Accessibility Standards for Customer Service

Year	Customer Service Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2012/2013	<p>Establishment of policies practices & procedures</p> <p>S. 3</p>	<ul style="list-style-type: none"> - Prepare documents describing policies, practices & procedures 	<ul style="list-style-type: none"> - Establish policies practices and procedures – governing the provision of its goods and services consistent with principles - Communicate to all persons who deal with public on behalf of the provider - Evaluate and improve policies, practices, and procedures to enable a person with disability to obtain, use or benefit from the goods and services - Evaluate and improve communication strategies to ensure provision of goods and services for persons with disabilities 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			√

Year	Customer Service Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2012/2013	Use of Assistive devices S. 3	<ul style="list-style-type: none"> - Prepare documents describing use of assistive devices – policies, practices and procedures 	<ul style="list-style-type: none"> - Use of Assistive devices - incorporated into policies, practices and procedures - Communicate to all persons who deal with public on behalf of the provider - Evaluate and improve communication strategies for use of assistive devices on provider’s premises 	Corp. H & S Dept. & Mgmt. Mgmt. Mgmt.			
2012/2013	Use of service animals, and support persons S. 4	<ul style="list-style-type: none"> - Prepare documents describing Use of Service Animals and Support Persons 	<ul style="list-style-type: none"> - Use of service animal or support person incorporated into ASCS policies, practices and procedures - Communicate to all persons who deal with public on behalf of the provider - Evaluate and improve communication strategies on use of service animals and support persons on provider’s premises 	Corp. H & S & Mgmt. Mgmt. Mgmt.			

Year	Customer Service Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2012/2013	Feedback Process for Providers of goods and services S. 7	Establish a Feedback Process	<ul style="list-style-type: none"> - Feedback process is incorporated into ASCS policy to receive and respond to persons with disabilities - Receiving and Responding to Feedback must be in a manner considering person's disability - Establish timelines and actions going to be implemented and communicated to person with disability - Make documents available to the public upon request 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			
2012/2013	Notice of Availability of documents S. 8	Communicate Customer Service Standard policy statement on company website or alternate method as reasonable	<ul style="list-style-type: none"> - Customer Service Standard policy statement is to be posted on company website if there is one – contains commitment to providing documents available upon request - Commitment statement to make documents available using alternate methods as reasonable 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p>			
2012/2013	Format of Documents S. 9	Format of documents must take into account person's disability	<ul style="list-style-type: none"> - Commitment statement incorporated into ASCS policy to ensure that all materials are provided in accessible formats upon request - Training, communication and information provided to employees with disability in a format that takes into account their disability 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p>			

Integrated Accessibility Standards – General Requirements

Year	General Requirements	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2014	<p>Establishment of Accessibility Policies</p> <p><i>Develop, implement and maintain policies governing how Grandor Lumber will achieve accessibility through meeting its requirements under IASR</i></p> <p><i>Prepare and provide documents to achieve accessibility</i></p> <p>S. 3</p>	<ul style="list-style-type: none"> - Statement of commitment to establish vision and goals - Develop policy that meets requirements under Accessibility standards - Strategically improve communication 	<ul style="list-style-type: none"> - Develop and implement accessibility policy - Incorporate general requirements, employment, and Information and communication standards to be in compliance with IASR - Policies must be in consistent with the customer service principles - Communicate to management and allow adequate time for feedback for the policy and - Communicate the policy to all staff - Making documentation and policies available - Supervisors’ and Managers’ responsibility to legislative compliance incorporated into safety policies and procedures - Review and update accessibility policies as necessary to reflect current practices of the organization - Statement of commitment is incorporated into accessibility policy and is available upon request 	<ul style="list-style-type: none"> Corp. H & S Dept. & Mgmt. Corp. H & S Dept. & Mgmt. Corp. H & S Dept. & Mgmt. Corp. H & S Dept. & Mgmt. Mgmt. Mgmt. Mgmt. Corp. H & S Dept. & Mgmt. Mgmt. 			

Year	General Requirements	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2014	<p>Accessibility Plan</p> <p><i>Establish, implement, maintain and document a multi-year accessibility plan</i></p> <p><i>Make the plan public by posting it on website</i></p> <p><i>provide the copy of the plan upon request in a format that will consider person's disability</i></p> <p><i>Review and update the plan every three (3) years or as necessary and take appropriate actions to identify, remove and prevent barriers including future planning</i></p> <p>S. 4</p>	<ul style="list-style-type: none"> - Prepare a multi-year plan outlining strategies to identify, remove and prevent barriers - Assessing the organization to prevent and remove barriers to accessibility - Establish, Review and update the plan every three (3) years - Review feedback from clients, customers or workers to make the organization more accessible - Make plan accessible to public and provide to anyone in accessible format upon request 	<ul style="list-style-type: none"> - Developed a five (5) year plan in consultation with corp. H & S dept. supervisors and managers to ensure compliancy with IASR in timely fashion - Transition to implementation and execution of policies, practices and procedures for accessibility - Make multi-year plan available to public i.e. post on website - Provide the plan to person with disability in an accessible format - Supervisors' and managers' legal obligations, including accessibility planning, reporting initiative and progress in making workplace more accessible - Review and update accessibility plan to ensure compliance with applicable policies and procedures to prevent and remove barriers 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Corp. H & S Dept. & Mgmt.</p>			

Year	General Requirements	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2014	<p>Training</p> <ul style="list-style-type: none"> - Provide training to - All employees & Volunteers - All persons who participate in developing organization's policies and - anyone who provide goods, services or facilities on behalf of the provider <p>S. 7</p>	<ul style="list-style-type: none"> - Develop training and make resources available to meet requirements under AODA and the code - Must include IASR and the Human Rights Code - Document all trainings and keep records - Provide an on-going training in respect to any changes - Keep records of training, date trained 	<ul style="list-style-type: none"> - Develop and provide training to <ul style="list-style-type: none"> - all employees & volunteers - persons who participates in developing policies, practices and procedures and - anyone who interacts with member of public or other third parties - Ensure to provide training and resources relevant to the job description - Training must include accessible standards, Human Rights Code and other applicable regulations to prevent and remove barriers - Update and provide training as changes occur and on ongoing basis - Integrate training into new-hires' orientation program - Management to keep records of training for all persons including the individuals trained and the date training was provided 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Corp. H & S Dept. & Mgmt.</p> <p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Integrated Accessibility Standards – Information and Communications Standards

Definitions and Exceptions

Communications – refers to the interaction between two or more people or entities when information is provided, sent or received

Conversion Ready – refers to an electronic or digital format that assists conversion into an accessible format such as Braille, large print, audio CDs DVDs, and USBs etc.

Information – refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

Exceptions:

The Information and Communication Standard does not apply to the following;

1. Products and Product labels, except as specifically provided by this part
2. Unconvertible information or communication
3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under Section 15 & 18.

If information is unconvertible, Grandor Lumber will provide information or communication with;

- An explanation as to why the information or communications are unconvertible, and
- A summary of the unconvertible information and communications

Note: *Grandor Lumber will provide information and communication to persons with disabilities to the point of undue hardship while complying with applicable Accessibility Standards and Ontario Human Rights Code.*

Year	Information & Communications Standards	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2014	<p>Accessible Feedback Process</p> <p><i>Provision of accessible formats or with appropriate communication supports upon request</i></p> <p><i>Notify public of availability of accessible formats and communication supports</i></p> <p>S. 11</p>	<ul style="list-style-type: none"> - create process for receiving and responding to feedback - Consult with the person making the request, to determine the suitability of an accessible format or appropriate communication support required - The provision of accessible formats and appropriate communication support must be in provided in timely fashion 	<ul style="list-style-type: none"> - Feedback process is created through ASCS - Provide accessible feedback process in accessible format as requested - Review feedback received and strategically improve accessible feedback process - Both, Feedback received from employees and public to be considered - Make improvements on providing feedback in accessible formats i.e. web-based, for better communication support - Make accessible formats available upon request 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Information & Communications Standards	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p>Accessible Formats and communication supports</p> <p><i>Provision of goods and services in accessible formats upon request</i></p> <p><i>Notify public of availability of accessible formats and communication supports</i></p> <p><i>Information must be provided in timely fashion</i></p> <p>S. 12...</p>	<ul style="list-style-type: none"> - Provision of accessible formats and communication support - Must be provided in timely fashion and at a cost no more than the regular cost charged to other persons - consult with the person with disability for suitable accessible format or communication support - notify the public of availability of accessible formats and communication support - Implement and execute process to comply with requirements prescribed in IASR 	<ul style="list-style-type: none"> - Ensure to provide all communication to persons with disabilities in an accessible format that takes into account their disability i.e. accessible electronic formats, Braille, accessible audio formats, and large prints etc. - Consult with the person making the request to determine their accessibility needs - Provision of accessible formats and communication support must be in timely manner and at no extra cost compared to cost to others 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Information & Communications Standards	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
s. 12			<ul style="list-style-type: none"> - Educate all staff members of different formats and communication support available and how to provide them in consultation with the person with disability - Notify public of available accessible formats and communication supports i.e. accessible electronic formats such as html and MS word, Braille, and audio format etc. - Strategically improve communication and guidelines for accessibility 	<p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Information & Communications Standards	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2012	<p>Emergency Procedure, plans, or public safety information</p> <p><i>Any prepared emergency procedure, plans, or public safety information for public's safety must be made available in an accessible format and as soon as practicable upon request</i></p> <p><i>Ensure to meet any other applicable requirements to fulfill obligations under this act</i></p> <p>S. 13</p>	<ul style="list-style-type: none"> - Emergency information for public's safety must be made available to the public in an accessible format - Ensure compliance with this obligation in timely manner 	<ul style="list-style-type: none"> - In addition to S. 12 of IASR; - Publically available emergency and public safety information is provided; In an accessible format <u>OR</u> With an appropriate communication support, upon request - Prepare emergency procedures, plans or public safety information in an accessible format - Make emergency plans accessible to persons with disabilities such as evacuation procedures and floor plans - Upgrade all signage i.e. evacuation/emergency exit - Incorporate signage requirements into workplace inspections to ensure they are in working condition 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Understanding the terminology

What is WCAG?

Web Content Accessibility Guidelines (WCAG) 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities.

What does Level A and Level AA mean?

WCAG 2.0 Level A and Level AA refer to a series of technical checkpoints that make websites and their content increasingly accessible to a broader range of users with disabilities.

Level AA builds on Level A's checkpoints.

What does new website and content mean?

A new website refers to a site with a new domain name — a brand new web address. The term does not refer to a new page or new link on an existing site.

The term also refers to a site with an existing domain name that is undergoing a significant “refresh”. There is not an industry standard definition for significant refresh. In this context, “significant refresh” could include, but is not limited to, the following elements:

- *a new look and feel to the website*
- *a change in how users navigate around it*
- *a major update and change to the content of the website.*

Content may include any information that may be found on a web page or web application, including text, images, forms and sounds.

What does practicable mean?

Organizations are required to meet their WCAG 2.0 requirements, unless it is not practicable to do so. Under this requirement, practicability refers to the organization's ability given all of the circumstances to modify their websites and web content.

Section 14(6) of the regulation states that when organizations are determining whether meeting the requirement is practicable, they may consider the following factors, among others:

- *the availability of commercial software or tools*
- *the affect that the deadline would have on the implementation timelines for projects that were planned or initiated before January 1, 2012.*

Additionally, transactional applications may have significant refreshes that are on a different cycle than the rest of the website. Organizations may take this into account when considering what is practicable.

Integrated Accessibility Standards – Employment Standard

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p>Recruitment, general</p> <p>Recruitment, assessment or selection process</p> <p><i>Employees and public must be communicated of accommodation plan for applicants with disabilities in recruitment process</i></p> <p><i>During recruitment process, notify job applicants of availability of accommodation process upon request in relation to the material or process to be used</i></p> <p><i>Upon request of the accommodation plan, person with disability must be consulted with to provide or arrange suitable accommodations that takes into account their disability</i></p> <p>S. 21, 22, 23</p>	<ul style="list-style-type: none"> - notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process - during recruitment process, Notify selected job applicants in hiring process, accommodations are available upon request in relation to the materials or processes to be used - Selected applicant must be consulted prior to his/her suitable accommodations to provide or arrange accommodations in a manner that takes into account applicant's accessibility needs - notify successful applicants of policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> - Statement to be included regarding hiring practices in accessibility policy - Post accessible recruitment process on website if applicable OR Use appropriate method to communicate - Review and update employee orientation to include accommodations available to persons with disabilities - Provide accommodations to applicant during recruitment process – consultation with person with disability required for suitable accommodations - Provide accommodations to newly-hired persons with disabilities suitable to their needs - Review and update accessibility procedures in consultation with employees with disabilities, as necessary to remove and prevent barriers i.e. interviews, presentations, written assignments, and competency assessments - Create, implement and execute a suitable workplace accommodation process 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p>Notice to successful applicants</p> <p><i>Notify successful applicants of policies for accommodating persons with disabilities</i></p> <p>Informing employees of support</p> <p><i>Inform employees of policies supporting employees with disabilities</i></p> <p><i>Provide employees with information as required</i></p> <p><i>Develop written plan for individuals</i></p> <p>S. 24, 25, 28</p>	<ul style="list-style-type: none"> - inform applicants and employees its policies and procedures in respect to supporting persons with disabilities, including job accommodations available to employees with disabilities within practicable time frame - ensure to incorporate these policies into employee orientation process - Communicate to employees of any changes or updates to policies or on provision of the job accommodations that take into account employee's accessibility needs - Develop an individualized written accommodation plan - *** Document and file any individualized written plan into employee's file 	<ul style="list-style-type: none"> - Implement procedure of notifying persons with disabilities of accommodating to applicants and new hired employees i.e. calling them on the phone, talking to them in person, or sending them email, etc. - Review and update HR policies to ensure inclusion of accessibility policies and procedures to include employee support and post material internally and externally as required i.e. post material on website; intranet for internal employees and extranet, for public - Review and update employee orientation process to ensure inclusion of accommodation policies - Incorporate accessibility training into employee orientation - Develop, document and file written process for individualized accommodations 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

*** Documented individual Accomodation plan

Documented Individual Accommodation Plan – Requirements as stated in the Regulation

The documented plan will include the following;

1. How 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. If necessary, Grandor Lumber can request an evaluation by an outside medical or other expert to determine if and how accommodations can be achieved
4. How an 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 accommodation plan

5. The steps taken to protect employee's personal (confidential) information
6. The frequency and strategic approach with which the accommodation plan will be reviewed and updated
7. If an individual accommodation plan is denied, steps to be taken to provide the reasons for denial 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

The company will establish accommodation process in consultation with person with disability, to develop individual plan that will consist of clear and consistent approach for accommodating employees with accessibility needs.

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p><i>Accessible Formats and communication supports for employees</i></p> <p><i>Provide accessible formats and communication supports for the job and workplace information</i></p> <p><i>Consult with employees to determine provision of accessible formats and communication supports taking into account person's disability</i></p> <p>S. 26</p>	<ul style="list-style-type: none"> - ensure alternative formats and communication supports provided upon request - consult with employees to ensure appropriate formats and communication support is established - consult with employees to ensure accessible formats and communication support is determined according to the person's disability - Individual accommodation plan to include any information regarding accessibility formats and communication supports provided 	<ul style="list-style-type: none"> - Establish a point of contact for alternate formats upon request, in consultations with the employee – it will include information needed for worker to perform his/her duties and general information available in our workplace - Employees will be consulted with to determine the suitability or support required for communication format and provide accommodations accordingly 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p>			

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2012	<p>Workplace Emergency Response Information</p> <p><i>Provide individualized workplace Emergency Response Information as soon as practicable</i></p> <p><i>Consult with employees to determine provision of accessible formats and communication supports taking into account person's disability</i></p> <p><i>Provide training to designated person to provide assistance upon consent</i></p> <p><i>Review and update individualized workplace emergency response information</i></p> <p>S. 27</p>	<ul style="list-style-type: none"> - Employees with disabilities receive an individualized emergency plan - the individualized plan to be kept by Human resource department and any other individual assigned by Human Resource to provide safety to person with disability in emergency situation - Persons providing assistance are informed of plans and their role - Provide updated emergency response information to person assisting the person with disability - Employees and managers to provide necessary changes to emergency response plan annually 	<ul style="list-style-type: none"> - Develop an individualized emergency response plan for the employee with disability - Provide training to individual providing support to person with disability as part of an accommodation plan – upon employee's consent - Information will be provided to employees who need accommodations in timely fashion; as soon as practicable - Review and update individualized emergency plan when; <ul style="list-style-type: none"> Employee moves to a different location Employee's overall accommodations needs or plans are reviewed General emergency policies, or plan is updated for location (s) - Communicate emergency plan updates to all employees at least annually and on an ongoing basis as necessary - Make this part of the hiring process 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p><i>Return to Work Process</i></p> <p><i>Establish and document return to work process</i></p> <p><i>Process and procedure to facilitate the return to work plan</i></p> <p>S. 29</p>	<ul style="list-style-type: none"> - Develop a return to work plan in accordance with <ul style="list-style-type: none"> ▪ Accessibility regulations ▪ Workplace Safety and Insurance Act ▪ And any other applicable legislation - Document and communicate the plan to person with disability with support communication and in accessible format 	<ul style="list-style-type: none"> - Grandor Lumber' Return to Work plan meets Return to Work requirements under Accessibility Standards - Review and update Return to Work plan and make necessary changes as required to accommodate person with accessibility needs; to the point of undue hardship - Communicate to all employees, including persons with disability of any changes/updates to Return to Work in accessible format 	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

Year	Employment Standard	Goals	Activities	Responsibility	Status		
					In progress	On-going	Complete
2016	<p>Performance Management</p> <p>Career Development and Advancement</p> <p>Redeployment - reassignment of employees to other departments -</p> <p>S. 30, 31, 32</p>	<ul style="list-style-type: none"> - Review and discuss individual accommodations – make this part of the performance management - Document and communicate updates to person with disability with support communication and in accessible format, such as performance plan - Provide feedback and coaching in manner that takes into account person’s disability - Upon providing career development and advancement and re-deployment to employees, take into account person’s disability and accommodation plan – i.e. assigning additional responsibilities – promotion 	<ul style="list-style-type: none"> - Grandor Lumber’ will review, discuss and update individual accommodation plans during; <ul style="list-style-type: none"> • Performance management • Career development and Advancement • Redeployment - All plans and feedback will be provided in support communication and in accessible format - Grandor Lumber will take necessary steps to ensure employees continue to have their accommodations met to the point of undue hardship - noted in section 30, 31 and 32 <p><i>Grandor Lumber will take preventive approach to maintain an accessible environment that is safe and useable by everyone</i></p>	<p>Corp. H & S Dept. & Mgmt.</p> <p>Mgmt.</p> <p>Mgmt.</p>			

During **Performance management**, employee’s responsibilities may change, therefore resulting in updates in accommodation plans

Assistive Devices

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

i.e. digital audio player, hearing aid, and mobility devices etc.

Barrier

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for people with disabilities to do the things most of us take for granted — things like going shopping, working, or taking public transit.

I.e. Attitudinal, Information or communications, Technology, Organizational, and Architectural and physical

Disability

“disability” means:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

References:

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service - Regulation 429/07

Integrated Accessibility Standards Regulation, Regulation 191/11

Ontario Human Rights Code (The Code)

Employment Standard and

Any other legislation to be in compliance



**Providing Goods and Services to People with
Disabilities**

Customer Service Standard Policy Statement



GRANDOR LUMBER INC

POLICY STATEMENT

Grandor Lumber Inc. is committed to excellence in serving all customers and employees including people with disabilities as set out in Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

As per the Accessibility Standards for Customer Service, Ontario Regulation 429/07, all goods and services provided will follow the principle of dignity, independence, and integration. All persons with disabilities will be given an equal opportunity as others to obtain, use or benefit from our services in every division.

Customer Service Standard policy will be reviewed and updated to ensure consistence every five (5) years or as new or revised standards are developed under the AODA.

This policy is available upon request and will be communicated in a format that takes a person's disability into account.

POLICY GUIDELINES

Commitment

Grandor Lumber at all times to provide goods and services in a way that respects the principle of dignity, independence, and integration of person with disabilities.

All persons with disabilities will be given an equal opportunity to obtain, use or benefit from our services in the same place and in a similar way as other customers

Training for Staff

Grandor Lumber will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Training will also be provided to persons who participate in developing these policies, procedures and practices.

The training will be provided to each person as soon as practicable after being assigned the duties. Training will also be provided on an on-going basis when changes are made to these policies, practices and procedures.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 equipment or devices , e.g. TTY, wheelchair lifts, 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 goods and services
- Grandor Lumber' policies practices and procedures relating to the provision of goods or services to persons with disabilities

The Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Assistive Devices

Grandor Lumber is committed to serving customers with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

We will ensure that our staffs are trained and familiar with various assistive devices that may be available within the organization to our customers with disabilities as well as how to use those available assistive devices.

Use of Service Animals and Support Persons

Persons with disabilities are welcome who are accompanied by a support person or bring their service animal on the parts of our premises that are accessible to the public or other third parties.

Grandor Lumber will ensure that all staff volunteers and other third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

Under rare circumstance, a manager may determine that a service animal is not permitted on an area of the premises consistent with other laws.

In these circumstances, supervisor will suggest appropriate alternatives and provide assistance.

Communication

Staff members, volunteers and other third party will communicate with persons with disabilities in ways that will take into account their disability; to communicate effectively for purposes of using receiving and requesting Grandor Lumber' goods, services and divisions.

Feedback Process

Grandor Lumber encourages our customers with disabilities to provide feedback on our services regarding how well those expectations are being met to improve our service delivery expectations.

Customers who wish to provide feedback regarding how our company provides goods and services to persons with disabilities can **call** or **fax** Health and Safety Department at our Head Office 905-612-1222 Fax: 905-612-1232 **or** provide feedback verbally when in our show rooms. Customers can expect to hear back in **3-5 business days when contact information is left**. Complaints and feedback will be addressed according to our internal complaint management process.

Information about the feedback process will be readily available to the public and notice of the process will be made available at location reception.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written or email) will be available upon request.

Notice of Service Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities;

A clearly posted notice will include

- Information about the reason for the disruption,
- Its anticipated length of time and
- a description of alternative facilities or services

The notice of service disruption will be placed at entrances and service counters.

Modifications to this or other policies

Any policy practice or procedure within our company that does not respect or promote the dignity, independence, integration and equal opportunities of persons with disabilities will be modified or removed.

Employment

Our policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment.

Resources

For more information, please visit

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerservice/>

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/aoda.aspx