



Accessibility Policy and Multi-Year Plan 2021-2026

PURPOSE

The multiyear accessibility plan outlines the policies and actions that Provincial Cleaning Services & Supplies (Provincial) will put in place to improve opportunities for people with disabilities as customers and as employees.

POLICY

Definitions

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 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*.

Statement of Commitment

Provincial Cleaning Services & Supplies is committed to treating all people in a way that allows them to maintain their dignity, respect and independence. We believe in integration and equal opportunity. We are committed to meeting the 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*, and the *Ontario Human Rights Code*.

Accessible Emergency Information

Provincial Cleaning Services & Supplies 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.

Steps:

- Post publicly available emergency information in all of our locations – **Completed**
- When asked, provide tailored emergency response information for Provincial's employees with disabilities - **Completed**

Training

Staff will be required to attend and complete all company provided Customer Service Accessibility Training. The training provided will include best practices for interactions with customers with a disability.

Staff will be trained on Accessible Customer Service during onboarding.

Training will include:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Provincial Cleaning Services & Supplies's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Staff will also be trained when changes are made to our accessible customer service plan.

Steps:

- Train all employees on accessibility policies and requirements– **Complete**
- Training of all new employees and ongoing review of training needs to support multiyear plan - **Ongoing**

Information and Communication

Provincial is committed to meeting the communication needs of people with disabilities.

Steps:

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- We will ensure that our website and content conform with regulations – **Complete.**
- We will ensure that existing feedback process are accessible to people with disabilities upon request - **Complete**
- We will ensure that all publicly available information is made accessible upon request – **Complete.**
- Develop a 5 year plan to ensure that we are continuously improving and training our employees as per regulations – **Complete**

Employment

Provincial is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Provincial will accommodate people with disabilities during the recruitment and assessment process and when people are hired:

- Assess current recruiting process and start to build alternate process to accommodate people with disabilities. This could include verbal application process, written and distant interview process, etc. – **Complete**
- Implement updated recruiting tools including application forms, job postings, job descriptions, etc. to include statement that we will accommodate people with disabilities during the recruitment process. - **Complete**

Provincial will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Update return to work policies to ensure that we have individual accommodation plans that accommodate those that have been absent due to disability - **Complete**

We will take the following steps to ensure the accessibility needs of employees with disability needs are taken into account if Provincial is using performance management, career development and redeployment process:

- Assess current performance management process and build processes to accommodate those with disabilities. This could include verbal reviews, providing extra time for those with learning disabilities. Etc. – **Complete**
- Introduce new performance management process. – **Complete**
- Train new employees on the performance management process - **Ongoing**

Provincial will take the following steps to prevent and remove other accessibility barriers identified:

- Complete an assessment of barriers identified by our employees and continue to address those barriers in our workplace. – **Complete/Ongoing**

Design of Public Spaces

Provincial will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. For our business this includes:

- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps.
- Accessible off street parking
- Service-related elements like services counters