

**Accessibility for Ontarians with Disabilities Act (AODA)**



**O.N. Site Construction Inc.**  
Accessibility Policies

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**O.N. Site Construction Inc.**  
**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY**

**1. INTRODUCTION**

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) became law on June 13, 2005. Under this legislation, the government of Ontario is in the process of developing accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. These standards apply to private and public organizations across Ontario, including O.N. Site Construction Inc.

The goal of the Act is to create a more accessible Ontario, by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with disabilities.

The Accessible Customer Service Standard (the “Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

At O.N. Site Construction Inc., we are committed to providing an environment that is, and feels, accessible for all people. In alignment with our core values of Respect for all People and Excellent Customer Service, we are committed to providing barrier-free, exceptional customer service to all, including persons with disabilities.

**2. ASSOCIATES AFFECTED**

This policy applies to all associates who deal with members of the public or third parties in Ontario.

This policy also applies to all persons responsible for the development, implementation, or oversight of O.N. Site Construction Inc.’s policies, practices and procedures.

**3. DEFINITIONS**

- i. **Disability** – Defined under the Act as:
- 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 coordination, 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.
- ii. **Assistive Device** – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. **Service Animal** – An animal is a service animal for a person with a disability, if:
  - it is readily apparent that the animal is used by the person for reasons relating to his or her disability, typically wearing a vest or harness; or
  - the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- iv. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

#### 4. CORE PRINCIPLES OF THE POLICY

We endeavour to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. **Dignity** – Persons with disabilities must be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity** – Persons with disabilities should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. **Integration** – Wherever possible, persons with disabilities should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs and aligns with the four (4) core principles.
- iv. **Independence** – Goods and services must be provided in a way that respects the independence of persons with disabilities. To this end, we will always be willing to assist a person with a disability, but will not do so without the express permission of the person.

#### 5. PROVIDING GOODS AND SERVICES TO PERSONS WITH DISABILITIES

##### I. Policies, Practices and Procedures

O.N. Site Construction Inc. shall make all reasonable efforts to ensure that its policies, practices and procedures that impact the delivery of its goods and services to the public or to other third

parties, are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

## **II. Communication**

### **a. Accessible Mediums of Communication**

O.N. Site Construction Inc. strives to communicate with members of the public in a manner that is accessible. Mediums of communication currently employed include:

- i. [www.onsiteconstruction.ca](http://www.onsiteconstruction.ca): A website that provides information in clear plain language in written format, and that can easily be navigated and understood by customers
- ii. Web forms on the Company website to provide feedback to key departments and personnel within O.N. Site Construction Inc.
- iii. Employees are trained in serving a wide range of customers, including persons with disabilities.

### **b. Communicating with Persons with disabilities**

O.N. Site Construction Inc. strives to communicate with persons with disabilities in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program: Serving Customers with Disabilities. All persons to whom this policy applies will receive training on how to interact and communicate with persons with various types of disabilities.

## **III. Assistive Devices**

Persons with disabilities are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological, or other type of barrier that prevents the use of an Assistive Device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the person how he or she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make our best efforts to provide an alternative means of assistance for the person with a disability.

All persons to whom this policy applies will receive training on various Assistive Devices that may be used by persons with disabilities while accessing O.N. Site Construction Inc. goods and services.

## **IV. Accessibility at Our Premises**

O.N. Site Construction Inc. holds the responsibility to provide accessible customer service by traveling to the customers location or meeting at an agreed upon location that is

accommodating and convenient, to enable persons with disabilities to obtain, use or benefit from its goods and services.

In addition, O.N. Site Construction Inc. offers one-on-one support from employees to access products or to respond to questions.

All persons to whom this policy applies will receive training on identifying facilities or services made available to assist persons with disabilities to obtain, use or benefit from O.N. Site Construction Inc. goods and services.

## **V. Service Animals**

Persons with disabilities may enter premises owned and/or operated by O.N. Site Construction Inc. accompanied by a Service Animal and keep the Service Animal with them if the public has access to such premises and the Service Animal is not otherwise excluded by law.

All persons to whom this Policy applies will receive training on how to interact with persons with disabilities accompanied by a Service Animal.

## **VI. Support Persons**

A person with a disability may enter premises owned and/or operated by O.N. Site Construction Inc. with a Support Person and have access to the Support Person while on the premises.

O.N. Site Construction Inc. may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and/or safety of the person with a disability or the health and/or safety of others on the premises.

All persons to whom this Policy applies will receive training on how to interact with persons with disabilities who are accompanied by a Support Person.

## **VII. Notice of Temporary Disruption**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of ONSite. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use ONSite's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- i. Goods or services that are disrupted or unavailable
- ii. The anticipated duration of the disruption
- iii. The reason for the disruption

- iv. Alternative facilities or services, if available.

When disruptions occur, ONSite will post notices in conspicuous places, including at the point of disruption, at the main entrance, at the nearest accessible entrance to the service disruption, and/or on the website; contact customers with appointments verbally or by any other method that may be reasonable under the circumstances.

## **6. ACCESSIBILITY TRAINING POLICY AND RECORDS**

O.N. Site Construction Inc. will provide training, and ongoing training as required under the Standard to all persons to whom this Policy applies.

Training will include:

- i. ONSite's accessibility Policy
- ii. The purpose of the Accessibility Act and General Requirements of the Standard
- iii. How to interact and communicate with persons with various types of disabilities
- iv. How to interact with persons with disabilities who use an Assistive Device or require the assistance of a Service Animal or Support Person
- v. How to plan and book a convenient location to meet customers and to assist persons with disabilities to obtain, use or benefit from our goods and services
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Standard.

## **7. FEEDBACK PROCESS**

O.N. Site Construction Inc. welcomes and appreciates feedback regarding this Policy and about the goods & services they receive. Feedback can be provided in the following ways:

- i. In Person: 2861 Sherwood Heights Dr. # 40 Oakville, Ont. L6J 7K1
- ii. By Telephone: 905-829-8895 Ext 33
- iii. By Fax: 905-829-8708
- iv. In Writing: 2861 Sherwood Heights Dr. # 40 Oakville, Ont. L6J 7K1
- v. Email: [info@onsiteconstruction.ca](mailto:info@onsiteconstruction.ca)

Where possible, we will respond to feedback within five (5) business days of the date that it is

received.

In certain circumstances, specific action may be required to effectively address feedback, including but not limited to conducting an internal investigation and/or review of O.N. Site Construction Inc.'s policies, practices and procedures. In such circumstances the customer will receive an acknowledgement that their feedback has been received within five (5) business days and The O.N. Site Construction Inc will respond as soon as is practicable thereafter. In any event, feedback will be provided to the appropriate policy or procedure owner and any required changes will be made within a reasonable period of time.

#### **8. NOTICE OF AVAILABILITY OF DOCUMENTS**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

Notification of same shall be posted on O.N. Site Construction Inc. website and at a conspicuous place on our premise.

#### **9. FORMAT OF DOCUMENTS**

ONSite will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

#### **10. QUESTIONS ABOUT THIS POLICY**

For more information about the Policy or for questions regarding O.N. Site Construction Inc. policies, practices and procedures for accessible customer service, please contact:

- i. In Person: 2861 Sherwood Heights Dr. # 40 Oakville, Ont. L6J 7K1
- ii. By Telephone: 905-829-8895 Ext 33
- iii. By Fax: 905-829-8708
- iv. In Writing: 2861 Sherwood Heights Dr. # 40 Oakville, Ont. L6J 7K1
- v. Electronically: [olivia@onsiteconstruction.ca](mailto:olivia@onsiteconstruction.ca)

**O.N. Site Construction Inc.**  
**INTEGRATED ACCESSIBILITY STANDARDS POLICY**

**1.0 PURPOSE**

The purpose of this policy is to set out the requirements of the Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

O.N. Site Construction Inc. (“ONSite” or “Company”) endeavors to regularly ensure and implement accessibility standards in all of its practices.

**2.0 O.N. Site Construction Inc. COMMITMENT**

ONSite has eight core values that guide the beliefs and actions of all associates on a daily basis. These values are the fabric of the Company's unique culture, and include doing the right thing, respect for all people and excellent customer service. Through our values, the Company is committed to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

**3.0 GENERAL REQUIREMENTS**

**3.1 Training Associates and Volunteers**

ONSite will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- a) All its associates and volunteers;
- b) All persons who participate in developing ONSite’s policies; and,
- c) All other persons or third parties who provide goods, services or facilities on behalf of ONSite.

Trainings on the requirements shall be appropriate to the duties of the associates, volunteers and other persons. Trainings will continue on an ongoing basis as new associates, volunteers and other persons are hired. Associates will be trained when changes are made to the accessibility policy.

ONSite will keep a record of the training it provides.

## **4.0 INFORMATION AND COMMUNICATIONS STANDARDS**

### **4.1 Feedback**

ONSite will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### **4.2 Accessible Formats and Communication Supports**

Upon request, ONSite will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

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

This does not apply to products and product labels, unconvertible information or communications and information that the Company does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the Company shall provide the person requesting the information or communication with:

- a) An explanation as to why the information or communication is unconvertible; and
- b) A summary of the unconvertible information or communications

### **4.3 Emergency Information**

When ONSite prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

## **5.0 EMPLOYMENT STANDARDS**

### **5.1 Recruitment**

ONSite will notify its associates and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **5.2 Recruitment, Assessment or Selection Process**

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

If a selected applicant requests an accommodation, ONSite will consult with the applicant and 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.

### **5.3 Notice to Successful Applicants**

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

### **5.4 Informing Associates of Supports**

ONSite will continue to inform its associates of its policies (and any updates to those policies) used to support associates with disabilities, including policies on the provision of job accommodations that take into account an associate's accessibility needs due to disability. This information will be provided to new associates as soon as practicable after commencing employment.

### **5.5 Accessible Formats and Communication Supports for Associates**

Upon the request of an associate with a disability, ONSite will consult with the associate to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other associates.

In determining the suitability of an accessible format or communication support, ONSite will consult with the associate making the request.

### **5.6 Workplace Emergency Response Information**

ONSite will provide individualized workplace emergency response information to associates who have a disability, if the disability is such that the individualized information is necessary, and if ONSite is aware of the need for accommodation due to the associate's disability. ONSite will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the associate requires assistance, ONSite will, with the consent of the associate, provide the workplace emergency response information to the person designated by ONSite to provide assistance to the associate.

ONSite will review the individualized workplace emergency response information when the associate moves to a different location in the organization, when the associate's overall accommodations needs or plans are reviewed, and, when ONSite reviews its general emergency response policies.

### **5.7 Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for associates with disabilities. If requested, these plans shall include

information regarding accessible formats and communication supports.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **5.8 Return to Work Process**

ONSite will maintain a documented return to work process for its associates who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process will outline the steps ONSite will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

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

ONSite will continue to take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to associates, or when redeploying associates.

### **6.0 REVIEW PERIOD**

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

**Notice of Service Disruption Form:**



Notice of Service  
Disruption Form.pdf

**Accessibility and Complaints Feedback Form:**



Accessibility  
Feedback Complaint

**Training Module for Employees & Volunteers:**

O.N. Site Construction Inc. values the responsibility of creating and maintaining an accessible work environment for individuals and providing accessible customer service. We are proud to support the *Accessibility for Ontarians with Disabilities Act (AODA)* and continue to strive to help remove barriers making Ontario more inclusive for everyone. All O.N. Site staff are required to complete the *Working Together – The Code and the AODA* training module to demonstrate their dedication to learning Ontario’s accessibility laws and how to provide accessible service to customers and fellow staff members. Use the link below to access the training module, once completed please send a PDF version of your certificate to [olivia@onsiteconstruction.ca](mailto:olivia@onsiteconstruction.ca) .

Thank You!

*Working Together – The Code and the AODA* training module:

[http://www.ohrc.on.ca/sites/default/files/media/html/wrktgthr\\_en/story\\_html5.html](http://www.ohrc.on.ca/sites/default/files/media/html/wrktgthr_en/story_html5.html)