



Accessibility for Ontarians with Disabilities Act (“AODA”)

## **Integrated Accessibility Standards Policy**

### **Objective of the Policy**

The following policy has been established by Domclean Limited (includes Dominion Equipment & Chemical, a division of Domclean Limited) to govern the provision of services in accordance with *Ontario Regulation 191/11, Integrated Accessibility Standards (Regulation)* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Domclean Limited is governed by this policy as well as the Accessibility Standards for Customer Service Policy in meeting the accessibility needs of persons with disabilities.

### **Commitment**

Domclean Limited is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

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

### **Accessible Emergency Information**

Domclean is committed to providing 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.

### **Multi-Year Accessibility Plan – 2014 - 2021**

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Domclean Limited will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to identify, remove and prevent barriers from its workplace and to improve accessibility for persons with disabilities, in accordance with the AODA.

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company's website. Upon request, Domclean will provide a copy of the Accessibility Plan in an accessible format.

### **Self-Service Kiosks**

Domclean Limited will have consideration for accessibility if designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

### **Training - 2015**

By January 2015, Domclean Limited will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it relates to persons with disabilities to:

- all its employees;
- all persons who participate in developing Domclean's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees and such other persons.

Employees and others requiring training will be also be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable. Domclean Limited will keep a record of the training it provides including a list showing the dates on which the training is provided and to which individual.

### **Information and Communications Standard**

#### **Feedback - 2015**

Domclean Limited will continue to ensure that its process for receiving and responding to internal and external feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications support, upon request. Such arrangements could include printing a document in large print; reading a description from a product list out loud or by using written notes to communicate where necessary.

#### **Accessible Formats and Communication Supports - 2016**

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Upon request, Domclean 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.

We will consult with the person making the request to determine the suitability of an accessible format or communication support. Domclean will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content - 2021**

Domclean Limited will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021, except where this is impracticable.

### **Employment Standard - 2016**

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

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

Where the employee requires assistance, Domclean will, with the consent of the employee, provide the workplace emergency response information to the person designated by Domclean Limited to provide assistance to the employee.

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

### **Recruitment**

Domclean Limited will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

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

Domclean Limited 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.

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If a selected applicant requests an accommodation, Domclean 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.

### **Notice to Successful Applicants**

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

### **Informing Employees of Supports**

Domclean will inform its personnel of its policies (and any changes to those 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. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Domclean will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Domclean will consult with the employee making the request.

### **Documented Individual Accommodation Plans**

Domclean Limited will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

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

### **Return to Work Process**

Domclean will develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

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The return to work process will outline the steps Domclean 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 (e.g. the Ontario Workplace Safety Insurance Act, 1997).

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

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

### **Contact for Questions about this policy**

For questions related to the Domclean Limited AODA Integrated Accessibility Standards policy, please contact the Human Resources Manager at:

Telephone: 519-752-3725 ext. 215 or toll free at 1-800-711-7833 ext. 215

Fax: 519-752-3689

Email: [sbaxter@domclean.com](mailto:sbaxter@domclean.com)