

# Tradewood Industries Multi-Year Accessibility Plan

Updated: September 2022

## 1. Introduction and Statement of Commitment

Tradewood Industries (“Tradewood”) is committed to treating all people in a way that allows them to maintain their dignity and independence. 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 (“AODA”), specifically Ontario Regulation 191/11, the Integrated Accessibility Standards (“IASR”).

This Multi-Year Accessibility Plan outlines the policies, achievements and actions that Tradewood has and will put in place to remove and prevent barriers for people with disabilities.

This plan is reviewed and updated at least once every 5 years.

## 2. Customer Service Accessibility Standard

The Customer Service Standard, the first standard under AODA was implemented by Tradewood in October of 2013.

Tradewood uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision.
- Tradewood employees, when communicating with a person with a disability, will do so in a manner that takes into account the person’s disability.

The following measures have been implemented by Tradewood:

### **\*\*\*Add anything that has been accomplished or implemented\*\*\***

- A member of management, Stuart Adams, Tradewood’s Operations Manager, has been designated to present or revise practices and procedures. A policy review occurs annually.
- Notice will be provided on the website, email, over the phone or in writing where applicable when a service disruption occurs and will be done as quickly as possible if the disruption is unexpected.

- Training on AODA Customer Service has been provided and is given to every person who participates in developing the policy, practices and procedures and is part of mandatory onboarding for all new hires.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and service with regard to customer service are welcomed and appreciated. All feedback collected from customers, staff and or the general public is reviewed and analyzed to identify potential gaps in customer services and to ensure appropriate actions are taken.

**Status: Completed**

### **3. Information and Communications**

Tradewood is committed to meeting the communications needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

#### **i. Company Websites**

Tradewood has taken steps to make the website and new content on those sites conform with WCAG 2.0, Level AA by January 1, 2021

**Status: Completed March 2022**

#### **ii. Feedback**

Tradewood has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2014.

- Identify all existing feedback processes and accessibility barriers pertaining to these processes.
- Make the policy and process available to customers, employees and third parties requesting accessible formats for the feedback process.
- Post the Accessible Feedback Policy and Process and Alternate Formats Requests Form on Tradewood's website;
- Respond to all requests for alternate accessible formats of feedback processes in a timely manner and in a format that takes the person's disability needs into account.

**Status:**

Tradewood has taken the following steps to make sure all publicly available information is made accessible upon request by January 1, 2014.

- We will respond to requests in a timely manner and we will consult with persons with disabilities to take into account their accessibility needs appropriate to their disabilities;
- We have a process in place for persons with disabilities to be provided with information and communication in an accessible format and we will explain in writing when an accessible format is not feasible and why;

- We have informed staff who may receive requests for accessible information on how to manage requests and obtain accessible formats through training ; and
- We have notified the public about the availability of accessible formats and communication supports via external and internal websites

**Status: Ongoing Due to Staffing Changes and Needs Evolve**

#### **4. Employment**

Tradewood is committed to fair and accessible employment practices that attract and retain employees with disabilities where possible. This includes providing accessibility through all stages, practices and policies of the employment cycle by January 1, 2014.

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

##### **a. Recruitment**

- Let the public and employees know through our career page on our website and job postings that we will accommodate disabilities for relevant positions during the recruitment and assessment processes, upon request.
- If an applicant selected to participate in an assessment or selection process requests accommodation, we will consult with them to understand and make arrangements to accommodate their needs in relation to the materials or processes to be used, where practicable.
- When making offers of employment, Tradewood will notify successful applicants of policies for accommodating employees with disabilities.
- Tradewood will ensure employees know of its policies used to support employees with disabilities through posting of our policies to website and new hire orientation and will update employees whenever there is a change made to existing policies; and
- We will consult with individual employees with disabilities when requested, to provide accessible formats and communication supports for information needed for the employees to perform the job and that is generally available to employees in the workplace.

**Status: Ongoing as needs and staffing changes and Needs Evolve**

##### **b. Accessible Emergency Information**

Tradewood is committed to providing the public with publicly available information in an accessible way upon request. Effective January 1, 2014 and beyond, public safety information that is prepared by Tradewood and that is publicly available will be made available in an accessible format or with appropriate communication supports, as soon as practical, upon request.

Tradewood will provide employees with disabilities with individual workplace emergency response plan and information when necessary. Individualized workplace emergency response plans will be provided as follows:

- The disability is such that the individualized information is necessary and Tradewood is aware of the need for accommodation due to the employee's disability; and
- If the employee who received an individual workplace emergency response plan requires assistance, and with the employee's consent, Tradewood shall provide the workplace emergency information to the person designated by Tradewood to provide assistance to the employee.

When an individual workplace emergency response plan is in place, Tradewood will:

- Communicate the plan to the employee's respective manager and Health and Safety personnel, where the employee's consent has been obtained, and on an as needed basis and as soon as practicable after becoming aware of the need for accommodation due to a disability; and
- Review the individualized workplace emergency response information when the employee regularly moves to a different location in the organization, when overall accommodations needs or plans are reviewed annually and Tradewood reviews its general emergency response policies.

### **Status: Ongoing as Staffing Changes and Needs Evolve**

#### **c. Documented Individual Accommodation Plans**

Tradewood will take the following steps to develop and put in place a process for developing Individual Accommodation Plans ("IAPs") for employees that have been absent due to a disability by January 1, 2014.

Develop an IAP and process in consultation with the employee, that includes the following:

- Assessment on an individual basis
- Identification of accommodations to be provided;
- Timeline for the provision of accommodations;
- Tradewood may request an evaluation by outside medical or other expert, at the company's expense, to assist with determining accommodation and how to achieve accommodation;
- Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with a disability.
- A format that takes into account the employee's disability needs.
- Providing regular review, updates and communications with employee during the accommodation process.

### **Status: Ongoing as Staffing Changes and Needs Evolve**

#### **d. Return to Work**

Tradewood is committed to developing and putting in place a process for developing individual accommodations plans and return-to-work policies for employees that have been absent due to a disability or injury.

Tradewood has developed and maintains a return-to-work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process includes steps that Tradewood takes to facilitate the return-to-work process and uses the documented individual accommodation plan.

**Status: Completed October 31, 2013.**

**e. Performance Management, Career Development and Redeployment**

Tradewood will take the following steps to ensure that accessibility needs of employees with disabilities are taken into account if or when using performance management systems and processes and career development by January 1, 2014.

- Review internal policies and procedures to ensure they are in compliance with the IASR;
- Take into account the accessibility needs of employees with disabilities and, as applicable, their Individualized Accommodation Plans when: Assessing performance and utilizing existing or new performance management processes, tools and forms;
- Where required and practical, documents related to performance management or career development and advancement will be made available in accessible formats upon request;
- Managing career development and advancement, including notification of the ability to provide accommodations on internal job postings; and
- Updating an Individual Accommodation Plan, with the employee's participation, if appropriate, in the event the employee is promoted

**Status: Ongoing as Staffing Changes and Needs Evolve**

**For More information section**

For more information on this accessibility plan, please contact:

Stuart Adams, 905-641-4949, Extension 238

Our accessibility plan is publicly posted at [www.tradewoodindustries.com](http://www.tradewoodindustries.com)

Website and/or Social Media Address

Standard and accessible formats of this document are free on request from