

# Accessibility for Ontarians With Disabilities Act 2005

## Integrated Accessibility Standards Policy

### 1. Our Mission

The mission of this policy is to provide access to all customers who have an interest in purchasing windows and doors and to employees or applicants interested in working at our facility regardless of their disability.

### 2. Our Commitment

Pollard Windows Inc. is guided by the core principles of the *AODA* including dignity, independence, integration and equal opportunity, and is committed to achieving the standards outlined in the *AODA* and its regulations. This Policy applies to all Pollard Windows Inc. employees. We are committed to adhering to the rights of Ontarians as per the Ontario Human Rights Code.

### 3. Information and Communication Standards:

Under the Customer Service Standard, all employees who interact with the public or customers are trained on interacting with individuals with disabilities. We provide solutions for communication within the policy.

The Information and Communication Standards require that Pollard Windows create, provide and receive information and communications in ways that are accessible to people with disabilities. If Pollard Windows determines that information or communications are unconvertible, The Company shall provide the person requesting the information or communications with (a) an explanation as to why the information or communications are unconvertible, and (b) a summary of the unconvertible information or communications in a format that is accessible to the person requesting the information or communication.

### 4. Employment Standards:

The Employment Standards build upon the existing requirements under the *Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. The Employment Standards apply to all employees (full time, part time, Contract and Sub Contracts, Students).

### 5. Workplace Emergency Response

- 5.1 Individualized Information.** Pollard Windows shall provide individualized workplace emergency response information to Pollard employees who have a disability, if the disability is such that the individualized information is necessary, and if the Pollard employee makes the Company aware of the need for accommodation due to the employee's disability.
- 5.2. Employees Requiring Assistance.** Where a Pollard Windows Inc. employee requires assistance, Pollard shall, with the consent of the employee, provide the workplace emergency response information to the person designated by the Company to provide assistance to the employee.
- 5.3 Reviewing the Workplace Emergency Response Information.** Pollard Windows Inc. shall review the individualized workplace emergency response information developed for a Pollard employee when the employee moves to a different location within the company. Any adjustments/accommodations will be made as required at the new location.

### 6.0 Training.

Pollard Windows Inc. shall ensure that training is provided to all employees on the requirements of the *Integrated Accessibility Standards Regulation* as set out in this Policy and on the *Human Rights Code*, as it pertains to persons with disabilities. Training shall be appropriate to the duties of the employees. Employees will also receive updates when changes are made to this Policy. Human Resources shall maintain a record of training, which shall include (i) the dates on which training is provided, (ii) a summary of the contents of the training, and (iii) the names of the individuals to whom it was provided. Employees who interact with Customers are trained upon hire, and again every two years as per the Customer Service Standard Policy.

## **7.0 Feedback.**

Pollard Windows shall 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 communication supports, upon request. Any individual can submit feedback to Pollard Windows Inc. either by phone or by submitting an online “Contact Form” available on Pollard Windows’ website, or by regular mail.

## **8.0 Recruitment.**

Human Resources shall notify potential employees about the availability of accommodations for applicants with disabilities in the recruitment process.

**8.1 Assessment or Selection Process.** Human Resources shall notify job applicants, when they are individually selected to participate further in the selection process. Individuals will be informed that accommodations are available upon request in relation to the interview location, materials or processes to be used in the selection process. If a selected participant requests accommodation, Human Resources shall 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.

**8.2 Notice to Successful Applicants.** When making offers of employment, Human Resources shall notify the successful applicant of Pollard Windows Inc.’s policies for accommodating employees with disabilities.

**8.3 Informing Employees of Supports Accommodation.** Human Resources shall inform Pollard employees of its policies, (and any updates) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. This information shall be provided to new employees as soon as practicable after they begin employment, and will be part of the Orientation process.

**8.4 Accessible Formats and Communication Supports for Employees.** Upon the request of an employee with a disability, Pollard Supervisors shall 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, Pollard Supervisors shall consult with the employee making the request, and senior Management.

## **9.0 Documented Individual Accommodation Plans (IAP)**

Pollard Windows Inc. has a written process for the development of documented Individual Accommodation Plans for employees with disabilities. IAPs shall include any information regarding accessible formats and communications supports provided (if requested), individualized workplace emergency response information (if required), and shall identify any other accommodation that is to be provided to the employee.

**9.1 Process for Development of Documented IAPs.** The process for the development of documented IAPs shall include the following elements:

- i) the manner in which an employee requesting accommodation can participate in the development of the IAP;
- ii) the means by which the employee is assessed on an individual basis;
- iii) the manner in which Pollard Windows Inc. can request an evaluation by an outside medical or other expert, at Pollard Windows Inc. expense, to assist Pollard Windows Inc. in determining if and how accommodation can be achieved;
- iv) the manner in which the employee can request the participation of a Pollard representative in the development of the IAP;
- v) the steps taken to protect the privacy of the employee’s personal information;
- vi) the frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- vii) if an IAP is denied, the manner in which the reasons for the denial will be provided to the employee; and
- viii) the means of providing the IAP in a format that takes into account the employee’s accessibility needs due to disability.

### **10.0 Return to Work Process.**

Pollard Windows Inc. shall maintain 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. The Return to Work Policy and Process outlines the steps that Pollard will take to facilitate the return to work and includes documented IAPs 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.

### **11.0 Performance Management and Career Development and Advancement.**

Pollard Windows Inc. shall take into account the accessibility needs of employees with disabilities, as well as IAPs, when conducting performance management and providing career development and advancement opportunities.

### **12.0 Accessibility Reporting.**

Human Resources at Pollard Windows Inc. shall file an accessibility report with the *AODA* regarding its compliance with the Accessibility Standards.

**Review:** This Policy shall be reviewed annually and modified as required by Human Resources and/or Senior Management.