



Multi-Year Accessibility Plan

Providing Goods and Services to People with Disabilities

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This 2016 - 2021 accessibility plan outlines the policies and actions that Advanced Business Interiors will put in place to improve opportunities for people with disabilities.

2016 Statement of Commitment to Accessibility

Advanced Business Interiors (ABI) is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and any other stakeholder who access our information or use our services. As an organization we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulations (Information and Communications, Employment, Transportation and for the Built Environment).

Approximately 1.8 million Ontarians live with a disability and as the population grows older this number will increase. Our organization has a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, programs and training into our daily activities.

This will include (but is not limited to):

- Upholding all legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 and reviewing all policies and practices on a regular basis
- Providing appropriate training to employees related to the Customer Service and Integrated Accessibility Standards (Information and Communications, Employment, Transportation and the Built Environment)
- Providing accessible recruitment and selection practices
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Providing accessible communication supports and information formats (both digital and non-digital) upon request
- Using appropriate communication methods with people with various forms of disabilities
- Allowing assistive devices, mobility aids, service animals and support persons

For more information on this Multi-Year Accessibility Plan please contact:

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General Requirements

Requirement	Compliance Date	Strategy	Status
Develop accessibilities policies describing what they do, or intend to do to meet the requirements of the regulation	Jan. 1, 2014	<ul style="list-style-type: none"> Create accessibility policies that best suit ABIs current business practices, in compliance with Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities 	Complete - Jan. 1, 2014
		<ul style="list-style-type: none"> Post policies on website and provide in alternate accessible formats as requested 	Complete - Jan. 1, 2014
		<ul style="list-style-type: none"> Review policies on an ongoing basis 	Ongoing
Develop a multi-year accessibility plan that outlines the steps ABI will take to comply with the requirements set out by the AODA	Jan. 1, 2014	<ul style="list-style-type: none"> Review each standard and establish goals and targets to achieve accessibility Create document outlining activities to be achieved by ABI with target compliance dates 	Complete - Jan. 1, 2014
		<ul style="list-style-type: none"> Review multi-year on an ongoing basis 	Ongoing
Consider accessibility when purchasing or designing a self-service kiosks	Jan. 1, 2014	<ul style="list-style-type: none"> Currently, no plans exist to purchase or design a self serve kiosks but ABI will 'have regard' for people with disabilities should it consider kiosks in the future 	Complete - Jan. 1, 2014
Provide training on the requirements of the regulations as it relates to the person's duties and on the Ontario Human Rights Code as it relates to people with disabilities	Jan. 1, 2015	<ul style="list-style-type: none"> Review individual standards to determine which employees should undergo what training and conduct training accordingly 	Complete - Jan. 1, 2015
		<ul style="list-style-type: none"> Train all employees on Ontario Human Rights' code as it relates to people with disabilities 	Complete - Jan. 1, 2015

Customer Service Standard

Requirement	Compliance Date	Strategy	Status
<p>Establish a policy or policies that comply with the Customer Service Standard</p> <p>Develop procedures and practices that follow policy guidelines and that are consistent with the core principles of dignity, independence, integration and equal opportunity</p>	Jan. 1, 2012	<ul style="list-style-type: none"> Create accessibility policies that best suit ABIs current business practices, in compliance with Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities 	Complete - Jan 1, 2012
		<ul style="list-style-type: none"> Post policies on website and provide in alternate accessible formats as requested 	Complete - Jan. 1, 2012
		<ul style="list-style-type: none"> Review policies on an ongoing basis 	Ongoing

<p>Communicate with a person in a way that takes into account their disability.</p> <p>Allow customers to use their own personal assistive devices when accessing goods and services.</p> <p>Allow customers with disabilities to be accompanied by their support person or service animal in areas of your premises while accessing goods and services.</p> <p>Develop a process for accepting feedback relating to the provision of goods and services to customers with disabilities, including how it will be recorded, responded to and handled. Make information about your feedback process readily available to customers</p>	Jan. 1, 2012	<ul style="list-style-type: none"> Develop a Customer Service Plan addressing how ABI will provide the goods and services to customers with disabilities Specifically address the use of personal assistive devices, support persons and service animals Address how to provide feedback, how it will be recorded and handled 	Complete - Jan. 1 2012
		<ul style="list-style-type: none"> Post Customer Service Plan on website and provide in alternate accessible formats as requested 	Complete - Jan. 1 2012
		<ul style="list-style-type: none"> Review Customer Service Plan on an ongoing basis 	Ongoing
<p>Train employees who deal with the public or act on your behalf on the provisions required by the customer service standard</p>	Jan. 1, 2012	<ul style="list-style-type: none"> Provide training to all employees on the Customer Service Standard 	Complete - Jan. 1 2012
		<ul style="list-style-type: none"> Provide training to all new employees within the first week of hire, where reasonable 	Ongoing
Employee Standard			
Requirement	Compliance Date	Strategy	Status
<p>Create an individualization workplace emergency response information for employees with disabilities</p>	Jan. 1, 2012	<ul style="list-style-type: none"> Upon hire verbally inform all employees of emergency response including fire alarms and evacuation procedures Where required, develop an individualized workplace emergency response 	Ongoing

<p>Develop an accessible recruitment process including: When advertising a job posting- state that accommodations for job applicants with disabilities are available upon request When inviting job applicants to participate in the election process- state that accommodations for job applicants with disabilities are available upon request When offering a job to a successful candidate- inform of policies on accommodating employees with disabilities</p>	Jan. 1, 2016	<ul style="list-style-type: none"> Add a statement to all job postings (internal and external) that, upon request, ABI will accommodate job applicants with disabilities throughout the screening process 	Ongoing
		<ul style="list-style-type: none"> Create an automatic reply for emailed applications that confirms receipt of application, ABIs Statement of Commitment and providing the process for requesting an accommodation 	Complete Jan. 1, 2016
		<ul style="list-style-type: none"> Add to discussion points on the New Hire checklist to discuss accommodation policies 	Complete Jan. 1, 2016
<p>Develop a process that supports employees who have been absent due to a disability and require disability related accommodation when they return to work</p>	Jan. 1, 2016	<ul style="list-style-type: none"> Review current return to work plan and identify gaps between our current plan and the requirements as outlined in the Employment Standard As required and lead by the Human Resources Generalist, all parties will develop and provide an appropriate accommodation per ABIs Accommodation Policy 	Ongoing
<p>Create a written process for developing and documenting individual accommodation plans for employees with disabilities</p> <p>Consider individual accommodation plans in the support provided to employees specifically as it relates to performance management, career development and/or redeployment</p>	Jan. 1, 2016	<ul style="list-style-type: none"> Review and modify (if necessary) our current accommodation policy Where applicable, work with employees who have a disability to develop an individualized accommodation plan Provide copies in an accessible format as requested 	Ongoing
		<ul style="list-style-type: none"> As necessary, the Human Resources Generalist will work with leadership by providing coaching and support as it relates to fulfilling accommodation plans Revise individualized accommodation plans as necessary 	Ongoing
<p>Inform all employees, both new and existing, of the accessible employment practices</p>	Jan. 1, 2016	<ul style="list-style-type: none"> Communicate with all staff ABIs commitment to accessibility 	Ongoing
		<ul style="list-style-type: none"> Add to discussion points on the New Hire checklist to discuss accommodation policies 	Complete - Jan. 1, 2016
Information & Communications Standard			
Requirement	Compliance Date	Strategy	Status
Any significantly refreshed websites must conform with WCAG 2.0, Level A	Jan. 1, 2014	<ul style="list-style-type: none"> Any significant upgrades to the website will conform with WCAG 2.0, Level A 	Ongoing
All websites must conform with WCAG 2.0, Level A	Jan. 1, 2021	<ul style="list-style-type: none"> ABI will outsource the development of our website infrastructure to conform with WCAG 2.0, Level A standards 	To be completed - 2020

Make feedback processes accessible by providing accessible formats and communications supports when requested	Jan. 1, 2015	<ul style="list-style-type: none"> Per ABIs Customer Service Plan feedback is welcome via email or word of mouth to the appropriate Sales Representative. Feedback received will be handled as outlined in the Customer Service Plan Should surveys be used in the future, accessible versions will be available upon request 	Complete - Jan. 1, 2015
Provide accessible formats and communication supports as quickly as possible and at no additional cost when a person with a disability asks for them	Jan. 1, 2016	<ul style="list-style-type: none"> ABI will consider and prepare alternate formats of communication available and will work in conjunction with the person with the disability to provide the most appropriate method of communication 	Ongoing
		<ul style="list-style-type: none"> Post notice on company website that information can be provided in accessible formats upon request 	Complete - Jan. 1, 2016
Built Environment Standard			
Requirement	Compliance Date	Strategy	Status
Outdoor paths of travel must meet minimum width requirements to support the passage of mobility aids, minimum height clearance to remove barriers for people with vision loss and maximum steepness of slopes	Jan. 1, 2017	<ul style="list-style-type: none"> Research minimum width and height requirements and measure to see if current pathway meets this requirement Should widening be required, communicate via various methods and direct to an alternate route into the building 	Complete - Jan. 1, 2017
<p>Off-street parking facilities must include two types of accessible parking spaced when two or more accessible spaces are required:</p> <p>A wider space with signage that identifies the space as 'van accessible' and A standard width space</p> <p>Off street parking must include a minimum number of each type of accessible parking spaces, depending on the total number of parking spaces in the lot</p> <p>Accessible parking spaces must have access aisles with a minimum width that provides people with disabilities to get in and out of their vehicles</p> <p>Each accessible parking space must be identified with current signage requirements set out in Regulation 581 under the Highway Traffic Act</p>	Jan. 1, 2017	<ul style="list-style-type: none"> Research minimum number of parking spots required Research width requirements and measure to see if current parking spots meets this requirement Should widening be required, communicate via various methods and provide alternate parking while work is being completed Ensure appropriate signage 	Complete - Jan. 1, 2017

<p>Develop and implement procedures for preventative and emergency maintenance of the accessible parts of public spaces, such as frequency of inspecting sidewalks for cracks</p> <p>Development & implement procedures for handling temporary disruptions when an accessible part of their public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative</p>	<p>Jan. 1, 2017</p>	<ul style="list-style-type: none">• Include on outdoor public spaces on monthly Health & Safety inspection sheet.• Ensure appropriate communication and signage is used during temporary disruptions and provide alternatives	<p>Complete - Jan. 1, 2017</p>
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