	HUMAN RESOURCE MANUAL	SUB SECTION: CUSTOMER POLICY	SECTION: 6
	SUBJECT: AODA MULTIYEAR ACCESSIBILITY PLAN 2015 - 2020	AUTHOR: HR	APPROVED BY: EXEC

RELEASE DATE: JAN 2015	REVISION NUMBER: 2	REVISION DATE: JUNE 2017
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Background:

The Ontario Government plans to make the province fully accessible by 2025. It has introduced a phased-in approach to the implementation of requirements through regulations under the Accessibility for Ontarians with Disabilities Act, 2005.

According to the 2005 Act, Buckland, ILDS, and other not for profit and private sector organizations were required to meet the following standards by different dates:


1. The Accessible Customer Service Standards, effective January 1, 2012 under the Accessibility Standards for Customer Service Regulation.
2. The Integrated Accessibility Standards Regulation (IASR), effective January 2013.
 - The Accessible Employment Standards
 - The Accessible Information and Communication Standards
 - The Accessible Transportation Standards*
 - The Accessible Design of Public Spaces Standards
 - General requirements on training, accessibility plans and policies and self-serve kiosks

**Standards do not apply to Buckland and ILDS*

Statement of Commitment:

Buckland and ILDS are committed to providing the best possible service and attention to the dignity and independence of persons with disabilities. We believe that integration and equal opportunity enable people to experience life without barriers. We will ensure that customers with disabilities can obtain, use and benefit from our quality goods or services in a timely manner, and employees with disabilities can participate fully and meaningfully in services and employment.

Compliance Deadlines Buckland and ILDS	
2012	Emergency procedures, plans or public safety information Workplace emergency response information
2014	Accessibility policies Accessibility Plan Self-service kiosks Accessible website and web content (new sites)
2015	Training Feedback processes
2016	Accessible formats and communication supports Accessibility Standards for Employment
2018	All applicable Accessibility Standards for the Design of Public Spaces

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Our Plan:

The following outlines Buckland and ILDS’s commitment and progress in meeting accessibility standards in accordance with the timelines set up on the Integrated Accessibility Standards Regulation (IASR):

Policies, Processes, and Practice:

Policies and practices help staff embed accessibility into everyday activities and help ensure compliance activities are communicated and delivered in a consistent way across Buckland and ILDS.

The following steps have been taken:

- New policies to reinforce accessibility considerations;
- Continuous training of existing and new employees;
- This multi-year accessibility that lays out our journey;
- New and existing tools and guidelines will embed accessibility criteria into day-to-day business practices;

Customer Service:

Buckland and ILDS are committed to provide products and services in various formats depending on the needs of their customers. In order to meet this requirement, Buckland and ILDS provide:


- Information about our products and services will be accessible, accurate and up to date and made available in Buckland offices and on Buckland’s website;
- Alternative formats of Buckland documents will be made available upon request and in accordance with the accessible customer service standard.
- A feedback process is in place through which members, clients and the public can make comments, suggestions and complaints. The feedback process will allow comments in person, by telephone, in writing or be delivering an electronic text by email, or otherwise;
- A complaints procedure is in place where Buckland will offer the customer an explanation of the circumstances and take appropriate action;
- A notice of service disruption shall be provided in advance and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available.

The following will be done by or before the deadline as stated in the IASR:

- Where self-service kiosks may be used, consideration is given to accessibility and to features that allow for ease of use.
- Staff, volunteers and third party service providers will be trained on the requirements of the IASR and the Ontario Human Rights code as it pertains to persons with disabilities.

Information and Communication:

Our goal is to meet the communicational needs of our customers and staff. To do that we:

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- Ensure that communication materials, telephone communications and face-to-face interactions meet the requirements of the Act.
- Utilize guidelines and best practices for creating accessible documents
- Prepare for requests for alternate formats and communication supports
- Develop internal standards for the development of new websites to ensure the alignment with WCAG 2.0 A-AA standards and the IASR;

Employment Standards:

We are committed to ensure that the process of recruitment and retention is inclusive and accessible for everyone. Buckland and ILDS will accomplish this by:


- Identifying and removing barriers in the workplace for staff and customers;
- Understand and accommodate various types of disabilities and their impact on work performance, including the development of an individual accommodation plans;
- Understand employer obligations to provide employment accommodation;
- Understanding Buckland and ILDS's obligations and leadership under AODA regulations;
- Enhancing workplace emergency responses through individualized emergency response information and assistance as required;

Recruitment:

- Buckland will inform employees and the public about the availability of accommodations for applicants with disabilities during the interview process;
- Buckland will make every effort to ensure job postings are available in a variety of formats when requested and access points to ensure that potential applicants with accommodation needs are aware of posting, including ensuring that recruitment agencies are in compliance with these standards;
- Buckland will inform successful candidates of its policies for accommodating employees with disabilities when offering employment.

Informing Employees with Disabilities of Supports Available to them:

- Buckland and ILDS will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations
- New employees will be informed during orientation process;
- All employees will be provided with updated information whenever there is a change to existing policies on the provision of job accommodations; and
- Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

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Accessible Formats and Communication Supports for Employees:

Buckland and IDLS will consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.

Performance Management and Career Development:

Buckland and ILDS will review the accessibility needs of employees with disabilities with regard to: performance management and career development – in ways that take their accessibility needs into account, including performance plans in accessible formats as well as coaching and feedback.

Design of Public Spaces Standards:

To ensure our customers satisfaction, Buckland’s buildings are all kept in exceptional condition. By being proactive, Buckland and ILDS have always made it a practice to upgrade, replace and renovate at the first sign of a problem, not as it becomes urgently necessary. This practice will include identifying, removing and preventing barriers for persons with disabilities when constructing and maintaining new or redeveloped elements of our public spaces.

Exterior Paths of Travel

When constructing new or redeveloping existing exterior paths of travel Buckland ensures,

- Outdoor sidewalks and walkways, ramps, stair and curb ramps follow minimum height requirements.
- Slopes and sidewalks will not exceed maximum ratio requirements.
- The surface area of ramps and stairs will be firm, stable and slip-resistant.

Accessible Parking


Buckland ensures plans for newly constructed or redeveloped off-street parking facilities provide,

- Wider parking spaces for people who use mobility aids such as wheelchairs.
- Standard-width parking spaces for people who use mobility assistive devices such as canes, crutches and walkers.
- Availability of accessible parking spaces compliant with the total number of existing parking spaces.
- Access aisles to allow persons with disabilities to get in and out of their vehicles.

Obtaining Services

Service Counters: when constructing new, replacing existing Buckland ensures,

- At least one service counter is accessible to people who use mobility aids.
- Service counters are low enough for someone sitting in a mobility aid.

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- Service counters have sufficient clear space for someone sitting in a mobility aid, including space for the person's knees.
- Accessible service counters are identified with accessible signage.

Fixed Queuing Areas: when constructing new Buckland ensures,

- Queuing areas are wide enough for people using mobility aids and devices to move through the line, including when the line changes direction.
- People who are blind or have vision loss can detect the queuing area with a cane.

Waiting Areas: when constructing new, redeveloping existing Buckland ensures,

- Within waiting areas with seating fixed to the floor at least three percent of seating is accessible to someone using a mobility aid.
- All waiting areas have at least one accessible seating space.

Maintenance

Buckland ensures,

- Preventative and emergency maintenance procedures for the accessible parts of our public spaces.
- Procedures for handling temporary disruptions in service when an accessible part of our public spaces stops working are added to the Plan.

We would like to hear from you:

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects can be improved? Do you need any other information to move forward with your own plans? Please contact us with your questions and ideas. We would be pleased to hear from you.

Sales & Service Department

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Phone: 519-631-4944 and ask for Customer Service