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### **Purpose:**

The purpose of this policy is to ensure that Cambridge Pro Fab Inc. complies with the Government of Ontario's Integrated Accessibility Standards in the areas of Employment and Information and Communication.

### **Organizational Commitment:**

Cambridge Pro Fab Inc. is committed to providing quality goods, services, and facilities that are accessible to all persons in a manner that respects the dignity and independence of persons with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility in customer service, information and communication, employment and the built environment. We believe in creating an inclusive culture across the organization, guided by the principals' of dignity, integration, independence, and equality. We are committed to meeting the requirements of applicable legislation, including the AODA and the *Human Rights Code*.

### **Scope:**

This policy and procedure applies to all employees of Cambridge Pro Fab Inc.

### **Legislation:**

This policy and procedure shall comply with the Accessibility for Ontarians with Disabilities Act and Regulations, the Ontario Human Rights Code and all other applicable legislation.

### **Definitions:**

**Barriers:** anything that prevents a person with a disability from fully participating in one or more aspects of society, including physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy or practice.

**Standard:** according to the AODA, sets out what a person or organization must do to achieve accessibility for persons with disabilities and to whom the standard applies.

**Communication supports:** may include, but are not limited to, captioning, alternative and augmentative communication supports (communication methods used to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language, plain language, sign language and other supports that facilitate effective communications).

**Accessible Formats:** may include, but are not limited to, large print, recorded audio, electronic formats, braille, and other formats useable by persons with disabilities.

**Feedback:** any comments, compliments, suggestions, or complaints provided to Cambridge Pro Fab Inc. by its customers.

**Disabilities:** As per the Ontario Human Rights Code, as referred by AODA disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is cause by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder or;
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.



(Disabilities may differ in severity, may be visible, invisible, and have effects that may come and go).

**Internet Website:** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resources Identifier and is accessible to the public.

**New Internet Website:** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

**Information:** Includes data, facts, and knowledge that exist in any format, including text, audio, digital or images.

## **Mandatory Requirements:**

### **Accessibility Plan:**

Cambridge Pro Fab Inc. will develop, maintain and document an Accessibility Plan which will outline the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for people with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, Cambridge Pro Fab Inc. will post the plan on the company's website. Upon request, Cambridge Pro Fab Inc. will provide a copy of the Accessibility Plan in an accessible manner. Examples include reading written information aloud to the person directly, electronic formats (email, MS Word, HTML), large print documents etc.

### **Training Employees:**

Cambridge Pro Fab Inc. will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and will provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- All its employees and volunteers
- All persons who participate in developing Cambridge Pro Fab Inc. policies
- 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 other persons. Employees will be trained when changes are made to the accessibility policy. New employees will be trained during orientation training.

Cambridge Pro Fab Inc. will keep a record of the training it provides, the dates and the number of employees trained.

### **Information and Communications Standards:**

#### **Feedback:**

Cambridge Pro Fab Inc. will continue to 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 communications supports, upon request. Feedback can be provided in the following ways:

- In Person
- By Telephone: 519-751-4351 or Toll Free: 1-877-751-4351
- Fax: 519-740-6162
- In writing on the Customer Feedback Form provided at all locations
- By Mail: Human Resources Department  
84 Shaver Street, Brantford, ON. N3S 0H4



Through email: [accessibility@cambridgeprofab.com](mailto:accessibility@cambridgeprofab.com)

**Accessible Formats and Communication Supports:**

Upon request, Cambridge Pro Fab Inc. will provide, or will arrange for the provision of accessible formats and communication supports for persons with a disability in a timely manner that takes into account the person's accessibility needs due to disability.

Cambridge Pro Fab Inc. will consult with the person making the request in determining the suitability of an accessible format or communication support.

Cambridge Pro Fab Inc. will also notify the public about the availability of accessible formats and communication supports.

**Accessible Websites and Web Content:**

Cambridge Pro Fab Inc. will ensure that new internet websites and web content on these sites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level A and then increasing to Level AA in accordance with the legislated deadlines, except where this is impractical.

**Employment Standards:**

**Recruitment:**

Cambridge Pro Fab Inc. will notify its employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.

**Recruitment, Assessment or Selection Process:**

Cambridge Pro Fab Inc. 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.

If a selected applicant requests an accommodation, Cambridge Pro Fab Inc. 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, Cambridge Pro Fab Inc. will notify all successful applicants of its policies for accommodating employees with disabilities.

**Informing Employees of Supports:**

Cambridge Pro Fab Inc. will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees during orientation.

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

- a) Where an employee requests it, Cambridge Pro Fab Inc. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
  - i. Information that is needed in order for the employee to perform the employee's job; and
  - ii. Information that is generally available to employees in the workplace.
- b) Cambridge Pro Fab Inc. will consult with the employee making the request in determining the suitability of an accessible format or communication support.



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

Cambridge Pro Fab Inc. will provides individual workplace emergency response information to employees who have a disability;

- i. Where the disability is such that individual information is necessary, and
  - ii. Where Cambridge Pro Fab Inc. is aware of the need for accommodation due to the employee's disability.
- b) If an employee with individualized workplace emergency response information requires assistance and provides consent, Cambridge Pro Fab Inc. will provide the individualized information to the person designated by Cambridge Pro Fab Inc. to provide assistance to the employee.
  - c) Individualized information is provided as soon as practicable after Cambridge Pro Fab Inc. becomes aware of the need for accommodation due to an employee's disability.
  - d) Cambridge Pro Fab Inc. will review the individualized workplace emergency response information
    - i. When the employee moves to a different location;
    - ii. When the employee's overall accommodation needs or plan are reviewed;
    - iii. When Cambridge Pro Fab Inc. reviews its general emergency response policies.

### **Documented Individual Accommodation Plans:**

Cambridge Pro Fab Inc. will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications 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.

Cambridge Pro Fab Inc's. process for the development of Individual Accommodation Plans for employees with disabilities is as follows:

- a) Employee identifies to Human Resources as soon as reasonably possible that accommodation is required in order to return to work, with a description of the disability and what types of accommodation should be considered.
- b) Depending on the request a medical note or evaluation by an outside expert may be required that would specify such things as what symptoms, conditions and or limitations the accommodation would address and if applicable, the duration that the accommodation may be required and how to achieve it. This evaluation is at Cambridge Pro Fab Inc.'s expense.
- c) The Manager and Human Resources shall discuss the request and assess all options and possibilities with respect to the employee, their position and what Cambridge Pro Fab Inc. can do within reason to provide accommodation that would suitably address the symptoms, conditions, and/or limitations and restrictions.
- d) Human Resources will communicate back to the employee on options available and consult on an implementation plan, and follow up plan if required.
- e) The decision on accommodation will then be documented in writing to the employee and placed in the employee's personnel file.
- f) The Manager is to follow up with the employee according to a progress schedule, if required, and/or during the annual performance appraisal.

### **Return to Work Process:**

Cambridge Pro Fab Inc. has a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process is the same as the process for providing accommodations and the creation of a documented Individual Accommodation Plan.

### **Performance Management:**

Where Cambridge Pro Fab Inc. uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

### **Career Development and Advancement:**

Where Cambridge Pro Fab Inc. uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

### **Training and Communication:**

All employees shall be trained in this policy and procedure. Re-training in this policy and procedure shall occur when there are changes to this policy and procedure or as necessary. This training shall be documented.

Training and Information will be communicated by means of:

- Orientation Training
- Policy and Procedure Manual
- Workplace Specific Training
- Video(s)
- Bulletin board notices and reminders
- Safety Huddles

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act and the Human Rights code as it pertains to persons with disabilities.

### **Evaluation:**

This policy and procedure shall be reviewed as necessary by the Human Resources Department and/or Management and/or the Joint Health and Safety Committee.

This policy and procedure will be evaluated through:

- Review of the applicable legislation;
- Assessment of the policy through yearly tracking records;
- Quizzing employees on the central aspects of the policy and procedure on a regular basis;
- Monitoring the feedback received from customers and /or employees;
- Reviewing this policy and procedure when there are process and/or facility changes.

Recommendations or changes shall be developed and implemented to ensure the continuous improvement of this policy and procedure.