

## **AODA - Integrated Accessibility Standard Policy**

### **Purpose**

The purpose of this policy is to ensure that Robertson Electric Wholesale (“Robertson”) complies with Ontario Regulation 191/11 Integrated Accessibility Standards (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

Robertson is committed to identifying, eliminating and preventing barriers and increasing accessibility for persons with disabilities in the areas of information, communications and employment.

Robertson is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005, in meeting the accessibility needs of persons with disabilities.

### **Scope**

Robertson is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessibility Plan**

Robertson has developed, documented and will maintain an accessibility plan outlining the strategy to prevent and remove barriers from our workplace and to improve opportunities for persons with disabilities.

The accessibility plan will be reviewed and updated at least once every 5 years and will be posted on our website. Upon request, we will provide a copy of the accessibility plan in an accessible format.

### **Training employees**

Robertson will ensure that training is provided on the requirements of the accessibility standards and continue to provide training on the Human Rights Code, as it pertains to persons with disabilities, to:

- a) All employees, agents and/or contractors who deal with the public or other third parties that act on behalf of REW; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and
- b) Those who are involved in the development and approval of customer service policies, practices and procedures.

The training will be appropriate to the duties of the employees, agents and other persons. Employees will be trained when changes are made to the accessibility policy, and new employees will be trained as part of their orientation.

Human Resources will keep a record of the training it provides.

## **AODA - Information and Communication Standard**

### **Feedback**

Robertson will continue to ensure that our 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.

Robertson shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by posting at the counter area. Feedback forms along with alternate methods of providing feedback such as verbally or written will be available upon request.

Customers can submit feedback to:

Jennifer Hawkins

Address: 180 New Huntington Road, Unit 2

Vaughan, ON L4H 0P5

Phone: 905-856-9311

[jhawkins@robertson-electric.com](mailto:jhawkins@robertson-electric.com)

### **Accessible formats and communication supports**

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

Robertson will consult with the person making the request in determining the suitability of an accessible format or communication support.

Robertson will also notify the public about the availability of accessible formats and communication supports.

### **Accessible websites and web content**

Robertson will ensure that our website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, by January 1, 2021.

\*Robertson's website is currently under construction and will be in compliance with WCAG 2.0, at Level AA once the revision process is completed.

## **AODA - Employment Standard**

### **Recruitment**

Robertson will notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.

### **Recruitment, assessment or selection process**

Robertson 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, Robertson 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, Robertson will notify the successful applicant of our policies for accommodating employees with disabilities.

### **Informing employees of support available**

Robertson will continue to inform our employees of our policies (and any updates to policies) 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 will be provided to new employees as soon as practicable after commencing employment.

### **Accessible formats and communication supports for employees**

Upon the request of an employee with a disability, Robertson will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform their job and any information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Robertson will consult with the employee making the request.

### **Workplace emergency response information**

Robertson will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Robertson is aware of the need for accommodation due to the employee's disability. Robertson will provide this information as soon as possible after becoming aware of the need for accommodation.

Where the employee requires assistance, Robertson will, with the consent of the employee, provide the workplace emergency response information to the person designated by Robertson to provide assistance to the employee.

Robertson will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodation needs or plans are reviewed.

### **Documented individual accommodation plans**

Robertson will develop 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.

### **Return-to-work process**

Robertson maintains a documented return-to-work process for our 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 process outlines the steps Robertson will take to facilitate the return to work and will include documented individual accommodation plans 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.

### **Performance management, career development and advancement and reassignment**

Robertson will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when reassigning employees.

### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by Human Resources.

### **Evaluation**

This standard will be reviewed for execution and updated at least once a year or when required in the event of legislative changes, by the HS Supervisor in conjunction with the members of the JHSC.

Approved by: Rick Campbell, President

Date: November 2014

Reviewed by: Peggy Twedde

Date: December 2017

## **AODA- Accessible Customer Service Standard**

### **Purpose**

This standard is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Robertson Electric Wholesale shall follow the principles of dignity, independence, integration and equal opportunity.

### **Scope**

This standard applies to the provision of goods and services at premises owned and operated by REW. It also applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of REW, including when the provision of goods and services occurs off the premises of REW such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.

The section of this standard that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by REW.

This standard shall also apply to all persons who participate in the development of REW's standards, practices and procedures governing the provision of goods and services to members of the public or third parties.

### **Procedures**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this standard addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Customer Feedback
- F. Training
- G. Notice of Availability and Format of Required Documents

### **The Provision of Goods and Services to Persons with Disabilities**

REW will make every reasonable effort to ensure that its standards, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

### **Assistive Devices**

#### **Customer's own assistive device(s):**

Persons with disabilities may use their own devices as required when accessing goods or services provided by REW.

In cases where the assistive devices present a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purpose of mobility, service will be provided in a location that meets the needs of the customer.

### **The Use of Guide Dogs, Service Animals and Service Dogs**

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No Pet" policies do not apply to guide dogs, service animals and/or service dogs.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law REW will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

#### Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

#### Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, REW will make all reasonable efforts to meet the needs of the individuals.

### **Support Persons**

If a customer with a disability is accompanied by a support person, REW will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

### **Customer Feedback**

REW shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by posting at the counter area. Feedback forms along with alternate methods of providing feedback such as verbally or written will be available upon request.

Customers can submit feedback to:

Jennifer Hawkins

Address: 180 New Huntington Road, Unit 2

Vaughan, ON L4H 0P5

Phone: 905-856-9311

[jhawkins@robertson-electric.com](mailto:jhawkins@robertson-electric.com)

Customers that provide feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **Training**

Training will be provided to:

- c) All employees, agents and/or contractors who deal with the public or other third parties that act on behalf of REW; for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and
- d) Those who are involved in the development and approval of customer service policies, practices and procedures.

## Training Provisions

As reflected in Ontario Regulation 429/7, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/7
- Instructions on how to interact and communicate with people with various types of disabilities
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices
  - Require the assistance of a guide dog, service dog or other service animal; or
  - Require the use of a support person

## Training Schedule

REW will provide training within 3 month of hire. Training will be provided to new employees, and agents that deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation and/or practices.

## **Notice of Availability and Format of Required Documents**

REW shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information at the counter area of the REW business.

## **Evaluation**

This standard will be reviewed for execution and updated at least once a year or when required in the event of legislative changes, by the HS Supervisor in conjunction with the members of the JHSC.

## **Definitions**

- JHSC - Joint Health and Safety Committee
- REW - Robertson Electric Wholesale
- Assistive Devise - a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheel chair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.
- Disability – The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:
  - Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the forgoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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;
  - A condition of mental impairment or a developmental disability;
  - A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - A mental disorder; or

- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.
- Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:
  - It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:
  - It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
  - Or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.
- Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and service

### **Referenced Documents**

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990

Approved by: Rick Campbell, President

Date: November 2014

Reviewed by: Peggy Tweddle

Date: December 2017