



## Multi-Year Accessibility Plan and Policies 2014 - 2019

This accessibility plan outlines the policies and actions that **Soo Mill and Lumber Company Limited** plans to put in place to commencing in 2014 and over the next 5 years to improve access and opportunity for people with disabilities. This plan will be reviewed annually.

### Guiding Legislation

The Ontarians with Disabilities Act, 2001 (ODA) ensured that public organizations incorporated accessibility planning into their operations and facilities and document same with annual accessibility plans.

In 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to serve as a framework for the establishment of accessibility standards in five areas: customer service, information & communications, transportation, employment, and the built environment.

Compliance with the AODA is required by both public and private sector organizations. The AODA is in place for the purpose of ensuring that people with disabilities are not discriminated against and included in all aspects of society.

### Statement of Commitment

**Soo Mill and Lumber Company Limited** is committed to treating all people with dignity, respect and in a way that maintains individual independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

**Soo Mill and Lumber Company Limited** supports the full inclusion of persons with disability as set out in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005. In that **Soo Mill and Lumber Company Limited** ensures compliance with the accessibility requirements in:

- Customer Service
- Information and Communications
- Employment
- Accessibility Standards of the Build Environment

**Soo Mill and Lumber Company Limited** is committed to ensuring our services are provided in a way that respects the dignity and independence of persons with disabilities in our community.

**Soo Mill and Lumber Company Limited** strives to ensure every employee and customer receives equitable treatment with respect to employment and services without discrimination. **Soo Mill and Lumber Company Limited** meets the accommodation needs of employees and customers in a timely manner as required by the Code and the AODA.

## **Accessible Emergency Information**

**Soo Mill and Lumber Company Limited** is committed to providing our publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## **Training**

**Soo Mill and Lumber Company Limited** will provide training to employees, and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

## **Kiosks**

**Soo Mill and Lumber Company Limited** does not provide information or service using kiosks at this time. Should this change in the future we will ensure accessibility compliance in design and procurement in acquiring self-service kiosks.

## **Information and Communications**

**Soo Mill and Lumber Company Limited** is committed to meeting the communication needs of people with disabilities.

**Soo Mill and Lumber Company Limited** will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A

- advertising will review and update as required

**Soo Mill and Lumber Company Limited** will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request:

- Integrated standards feedback will be combined with Accessible Customer Service feedback form, available on request, and on our website.

**Soo Mill and Lumber Company Limited** will ensure all publicly available information is made accessible upon request by **January 1, 2016**:

- Website
- Signage

**Soo Mill and Lumber Company Limited** will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Consult with web site service providers/developers to create a fully accessible website

## **Employment**

**Soo Mill and Lumber Company Limited** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Soo Mill and Lumber Company Limited** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All staff will be notified of accommodation policies
- Job postings will include notification of accommodations available
- Orientation packages will include accommodation information

**Soo Mill and Lumber Company Limited** will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- All employees will be notified of accommodation policies

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account in performance management/ career development and redeployment processes:

- All employees will be notified of accommodation policies

## Design of Public Spaces

**Soo Mill and Lumber Company Limited** will meet the Accessibility Standards for the Design of Public Spaces when **building or making major modifications to public spaces.**

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## Barrier Identification

The intent our Multi-Year Accessibility Plan is to prevent, identify and remove barriers or obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted.

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability.

There are several types of barriers considered, such as:

**Environmental Barriers:** features, buildings or spaces that restrict or impede physical access.

**Communication Barriers:** obstacles with processing, transmitting or interpreting information.

**Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate.

**Technological Barriers:** when technology cannot be or is not modified to support various assistive devices and/or software.

**Systemic Barriers:** barriers within an organization's policies, practices and procedures that do not consider accessibility.

## **Report of Recent Achievements**

**Soo Mill and Lumber Company Limited** have improved accessibility or removed barriers as follows:

### **Customer Service**

Accessible Customer Service Standard Regulation Implementation

- Accessible Customer Service Train the Trainer with Accessibility Consultant
- Accessible Customer Service Policy created and posted on our website and the customer service desk
- Relevant staff training in Accessible Customer Service
- Filed mandatory compliance report with Province of Ontario

### **Integrated Accessibility Standards Policy**

Integrated Accessibility Standards Regulation Implementation

- Integrated Accessibility Standard Train the Trainer with Accessibility Consultant
- Accessibility Statement of Commitment and MultiYear Accessibility policy created
- Planning and preparation underway for the standards in Employment, Information and Communication, and Build.
  - List training: Management Group trained in Integrated Accessibility Standard and Accommodation Plans
  - Staff trained in Integrated Accessibility Standard

## Measures Planned for 2014 and Beyond

Planned Measure	Assigned To:	Due Date:
Category: Information and Communication <ul style="list-style-type: none"><li>• Advise all staff alternative formats for emergency planning available</li><li>• Advise all customers/customer alternative formats available for emergency plans/information</li></ul>	Human Resources	December 31, 2014
Category: ISAR General Requirements	Human Resources	December 31, 2014

For more information on this accessibility plan, or for a copy in an alternative format please contact **Lisa Kenopic**:

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**This Document is Available in Alternative Formats Upon Request**