

Accessibility Policy and Program

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create written accessibility policies and make them publicly available. Accessibility policies are the formal rules an organization puts in place to achieve its accessibility goals.

Scope: This policy and program is applicable to all Can Mar owned premises, in particular the main office located at 35 City View Drive in Etobicoke. Customer jobsites will provide accommodation when necessary and as needed and as such will be determined during a pre-project planning meeting with H&S department and project managers.

Policy

Statement of Organizational Commitment

Can Mar Contracting is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Can Mar Contracting is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Can Mar understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Can Mar Contracting is committed to excellence in serving and providing services or facilities to all customers including people with disabilities.

Our accessible service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.



Mark Lecce
Director

July 28, 2022

Training

We are committed to training all staff in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty in accessing our organization's services or facilities.

We will endeavour to train all employees as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of training including the dates on which training was provided and the name of the individual that was trained.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services and facilities. In cases where the assistive device presents a significant and unavoidable health and safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with the disability can access our services and facilities.

Communication

Can Mar's policies and procedures take a person's disability into account when communicating with the individual. To communicate in an effective way, Can Mar Contracting Ltd. considers how the disability affects the way a person expresses, receives and processes information. Where possible, Can Mar Contracting will ask the customer/client the best way to communicate with him/her

Can Mar Contracting Ltd. will provide the following on request; use of plain language to make documents easier to read for people with certain learning disabilities, hand write or type information back and forth, print hand-outs of commonly used information, use large print, e-mail as an alternate channel to provide accessible communication.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG)2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Service Animals

Can Mar is committed to welcoming customer/clients/visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a customer/client/visitor with a disability to any parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy, etc. Can Mar Contracting ensures that all employees and others dealing with the public are properly trained in how to interact with disabilities, who are accompanied by a service animal.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to this or her support person while on Can Mar premises. Customer/Clients/Visitors will be informed of this through Can Mar communication to the public.

Temporary Disruption of Services

When commencing work on jobsites, Can Mar is aware that temporary disruption of services (elevators, access ramps) may occur. Can Mar will make every effort to notify and work with clients and their management to ensure that prior notice of disruption to the public, including information about the reason for the disruption, its anticipated duration and description of alternative service, if any, be made available. The notice will be made through temporary signage and possibly through telephone messages.

Feedback Process

Can Mar Contracting has a process in place for receiving and responding to feedback about how services and facilities are provided to clients and visitors with disabilities.

Procedure:

Customers/Clients/Visitors with disabilities can offer their feedback in the following ways:

- E-mail and telephone (directed to the Director or Co-ordinator of Health and Safety)
Email: info@canmarcontracting.com or anne-mariel@canmarcontracting.com
Phone: 416-674-8791 x232
- In writing (once again to the Director or Co-ordinator of Health and Safety)
- In person to Can Mar Contracting staff.

Once the feedback is received it will be directed to the appropriate person for action and should action be deemed necessary, customers/clients/visitors can expect a reply within 5 business days.

The feedback process is readily available to the public through our company website.

Posting of Documents

Customer Service Standard documents are available to the public upon request and such documentation will be provided in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Employment

For office management positions, when hiring, we will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We will consult with applicants and provide suitable accommodation.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- 1) Information that is needed in order to perform the employee's job; and
- 2) Information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

Standard Office Accommodations:

-accessible parking, accessible entry, accessible washroom, accessible office space on main floor.