



The McAteer Group of Companies

Accessibility for Ontarians with Disability Act Multi-Year Accessibility Plan

December 2013

The McAteer Group of Companies is committed to excellence in serving all customers including people with disabilities. We believe that all people should be treated with respect, dignity and in a way that allows them to maintain their independence. We are committed to inclusion and equal opportunity. We will meet the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disability Act (AODA).

To meet these objectives we will implement the following:

General Requirements

1) Training

We will continue to provide training on accessibility standards and customer service standards. By January 1, 2015 we will tailor this training to specific job functions. We will train new employees on these standards and provide updates when required. We will maintain records of when employees receive training and store this information in their personnel file.

Information and Communication Standard

2) Making Feedback Accessible

We are committed to providing excellent customer service to all customers including those with disabilities. As per our Customer Service Standard we welcome feedback by email, phone or in writing. We are open to new ways of receiving feedback and will update our systems to accept feedback in new ways. By January 2015 we will include social media such as Facebook as a way to receive feedback from customers.

Employment Standard

3) Recruitment

We are an equal opportunity employer, committed to fair and accessible employment practices. When requested will accommodate people with disabilities during the recruitment, interview and hiring stage of the employment process. By January 2016 we will include in our job postings that we will accommodate disabilities during the selection process. We will also amend our employment letter to include that we accommodate employees with disabilities.

4) Information for Employees

We will continue to monitor and update our policies. Staff will be informed of any changes in policies and new staff will be given the Employee Handbook, along with the Accessibility policies. Prior to January 2016 all Employee Handbooks will be amended to include the Accessibility policies.

5) Process to Accommodate Employees

i) Develop accommodation Plans for employees with disabilities

We will work employees and third parties to create individual accommodation plans for people with disabilities and employees that have been absent due to a disability. By January 2016 we will work with employees with a disability to develop an individualized plan of accommodation – in creating this plan we commit to involve the employee in the development, assess the accommodation needs of the employee while protecting the personal information of the employee. If we are unable to accommodate a plan we will notify the employee of the reason why in writing. All plans will be reviewed and updated with the appropriate people.

ii) Help employees with disabilities return to work

When an employee has been absent from work because of a disability we will work with the employee and any appropriate third party service providers to accommodate the employee's return to work.

iii) Make performance management, career development and job changes accessible to employees

We support the growth and development of our employees. Currently performance management includes performance reviews, learning and development opportunities, open door policy allowing for discussions on career growth with Manager and Human Resources. By January 2016 included in our individual accommodation plans for employees with disabilities we will include a section on career development that will include working with Human Resources to determine what growth and education the

employee will need to aid in their career goals, we will work to find training and educational resources in the appropriate format to meet the employees needs.

Information and Communication Standard

6) Making Information Accessible to the Public

By January 2016 the requirement is to let the public know that we will make information accessible upon request. We currently have committed to make information available to the public, accessible by providing it in an alternative format whenever possible in a timely manner.

7) Any new websites created or significantly amended after January 2014 will use the new WCAG 2.0 Level A Standards. Current websites will be converted WCAG 2.0 Level AA other than Criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions) by January 1, 2021.