

## **Powell Foundations - Multi-year Accessibility Plan (AODA)**

### **Statement of Commitment**

Powell Foundations Inc. is committed to providing an accommodating environment to all individuals (employees and clients), whatever their ability, ensuring all services are received in an accessible and timely manner. Powell Foundations Inc. is also committed to maintaining current and effective processes by consulting with key stakeholders and complying with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

### **Multi-year Accessibility Plan**

Powell Foundations Inc. is committed to the development and maintenance of the Multi-Year Accessibility Plan, which outlines the company's strategy to prevent and remove barriers impacting persons with disabilities in the areas of Customer Service, Employment, Information/Communications Technology, Transportation, and the Design of Public Spaces where applicable. Our Accessibility Plan will be consistently under review until all objectives are carried out in accordance with the timeframes set out in the Integrated Accessibility Standard. In addition, the Accessibility Plan will be reviewed and updated at least once every five years.

### **Customer Service**

Powell Foundations Inc. is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, the company will strive to ensure that our products, services, and facilities are accessible. Employees shall uphold the company's values and act in accordance with the behaviors outlined in our Customer Service Standards Policy.

### **Employment**

#### **B. Recruitment, Assessment, and Selection**

Powell Foundations Inc. will notify employees and the public about accommodation availability for job applicants with disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process, and for other candidate selection methods. Where accommodation is requested, Powell Foundations Inc. will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of policies and supports for accommodating people with disabilities.

#### **C. Accessible Formats and Communication Support for Employees**

If an employee with a disability requests it, Powell Foundations Inc. will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed to perform their job; and
- Information that is generally available to all employees in the workplace.

Powell Foundations Inc. will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

#### D. Workplace Emergency Response Information

Where required, Powell Foundations Inc. will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Powell reviews general emergency response policies.

#### E. Documented Individual Accommodation Plans

Powell Foundations Inc. will develop individual accommodation plans for employees with disabilities. The accommodation plans will include specific elements:

- Information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodations provided.

#### F. Performance Management and Career Development and Advancement

Powell Foundations Inc. will consider the accessibility needs of employees with disabilities when implementing performance management processes or when offering career development or advancement opportunities.

*Individual accommodation plans will be consulted as required.*

#### G. Return to Work

Powell Foundations Inc. will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) to return to work.

The return-to-work process will outline the steps Powell Foundations Inc. will take to facilitate the employee's return to work and shall use documented individual accommodation.

#### H. Redeployment

The accessibility needs of employees with disabilities will be considered in the event of redeployment.

*Individual accommodation plans will be consulted as required.*

### **Information/Communications Technology**

## B. Feedback Process

Powell Foundations Inc. will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Powell Foundations Inc. will make known the availability of accessible feedback formats.

## C. Accessible Formats and Communication Supports

Unless deemed unconvertible, Powell Foundations Inc. will provide or arrange for the provision of accessible formats and communication support for persons with disabilities, upon request. Accessible formats and communication support will be provided in a timely manner and at no additional cost to the individual.

## D. Emergency Procedures, Plans, or Public Safety Information

Powell Foundations Inc. will ensure that all publicly available safety and emergency information (e.g., evacuation procedures, floor plans, etc.) is provided in an accessible format or with appropriate communication support, upon request.

## E. Accessible Websites and Web Content

Powell Foundations Inc. will ensure that our website and all web content published after January 1, 2012, conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

## F. Records

Powell Foundations Inc. will maintain a record of all training provided. Training will include the dates on which training was provided and the number of people that were trained.

## G. Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Powell Foundations Inc. will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Powell Foundations Inc. will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

## **Transportation**

All transportation services provided by Powell Foundations Inc. shall follow the principles of dignity, independence, integration, and equal opportunity.

### B. Transportation Accessibility Training

In addition to the general training requirements, Powell Foundations Inc. will provide all employees and volunteers with transportation accessibility training. Training will address:

- How to safely use accessibility equipment;

- The features of accessibility equipment;
- Acceptable modifications to procedures (e.g. equipment fails); and
- Emergency preparedness and response procedures.

## **Design of Public Spaces**

### B. Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the *Integrated Accessibility Standards*, [section 80.23](#), and where applicable, sections 80.24 – 80.28.

### C. Off-Street Accessible Public Parking

Powell Foundations Inc. will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards*, [section 80.35](#).

Powell Foundations Inc. will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards*, [section 80.36](#).

Powell Foundations Inc. will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

### D. On-Street Accessible Parking

Prior to constructing or redeveloping accessible on-street parking spaces, Powell Foundations Inc. shall consult with the public and persons with disabilities on the need, location, and design of accessible on-street parking.

### E. Obtaining Services

When constructing or replacing any service counters, Powell Foundations Inc. will ensure that at least one (1) counter is made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.41](#).

When constructing or redeveloping an existing waiting area, Powell Foundations Inc. will ensure that a minimum of 3% of the seating is made accessible. Powell will ensure that there will be at least one (1) accessible seat.

### G. Exceptions

There may be times when it is not possible for Powell Foundations Inc. to meet all technical requirements as outlined within legislation. In these instances, Powell Foundations Inc. will

strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

### **For More Information**

For more information on this accessibility plan, please contact our Human Resources Department at:

Phone: 905-727-2518

Email: [HR@powellfoundations.ca](mailto:HR@powellfoundations.ca)

This document can be made available in an accessible format upon request.