



Accessibility Policy

General, Information & Communications Standards

Purpose

The purpose of this policy is to set out the requirements outlined in the Accessibility for Ontarians with Disabilities Act (herein referred to as “the AODA”) – Integrated Accessibility Standards Reg. 191/11. These standards are developed to increase accessibility for people with disabilities in the areas of customer service, information and communications and employment. This policy outlines the general and Information and Communications Standards requirements. The Accessibility Policy – Customer Service Standards will outline how Soncin Construction will ensure accessible customer service for individuals with disabilities. The Accessibility Policy – Employment Standards will outline Soncin Construction’s best practices and guidelines throughout the employment process.

Statement of Commitment

Soncin Construction is committed to providing all people with an equitable, safe, and healthy environment. Soncin Construction is committed to meeting the needs of people with disabilities by preventing and removing barriers to accessibility.

Soncin Construction will strive at all times to ensure that it’s policies, practices and procedures comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and all applicable legislation and regulations.

Scope

This policy applies to all employees and volunteers (paid and unpaid, full-time, part-time and contract positions), anyone involved in developing Soncin Construction policies (including management and partners), and any third party who provides goods, services or facilities to customers on Soncin Construction’s behalf.

Definitions

“**Accessible Formats**” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

“**Barrier**” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received

“Conversion Ready” means an electronic or digital format that facilitates conversion into an accessible format

“Disability” means,

(a) 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 foregoing, 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,

(b) A condition of mental impairment or a developmental disability,

(c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) A mental disorder, or

(e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning

“Internet Website” means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public

“Large Organization” means an organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization

“New Internet Website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh

“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”



1. General

Training

Soncin Construction is committed to training all employees and volunteers on the following:

- (a) The purpose of the Accessibility for Ontarians with Disabilities Act
- (b) An overview of the requirements of the Customer Service Standard
- (c) Soncin Construction's Policy on providing accessible customer service
- (d) Tips on how to interact with people with various types of disabilities
- (e) Tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person
- (f) Tips on what to do if a person with a disability is having difficulty accessing our organization's goods, services or facilities
- (g) Areas of the accessibility standards that are relevant to each employee's work responsibilities
- (h) The Ontario Human Rights Code (where it relates to people with disabilities)

Any training provided will be appropriate to the recipients' duties. It will be provided as soon as is practical. Further training will be provided on material changes that may be made to this policy or the requirements.

Soncin Construction will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan ("Plan") outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA. The high-level Plan is to be posted on the company website and will be provided in alternative formats upon request.

The Plan will be reviewed and updated at least once every five years and will be in place by January 1, 2014. Soncin Construction will make assessments to determine what specific steps will be needed to increase accessibility and achieve our goals.

2. Information and Communications Standards

Exceptions

The information and communications standards do not apply to,

- 1. Products and product labels;
- 2. Unconvertible information or communications; and



3. Information that Soncin Construction does not control directly or indirectly through a contractual relationship.

Information or communications are unconvertible if,

- (a) It is not technically feasible to convert the information or communications; or
- (b) The technology to convert the information or communications is not readily available.

If it is found that certain information or communications are unconvertible, Soncin Construction is responsible for providing the individual with,

- (a) An explanation as to why the information or communications are unconvertible; and
- (b) A summary of the unconvertible information or communications.

Feedback

Soncin Construction will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, customers or employees, in an appropriate, accessible format or with communication support, upon their request.

Feedback Methods

An individual wishing to provide feedback as it relates to Soncin Construction's Accessibility policies, procedures, or practices, including but not limited to how Soncin Construction provides goods and services to people with disabilities, can do so by:

Email: info@soncin.ca

Telephone: 905-660-1661

In writing/person:

Soncin Construction

Attn: Paul Soncin

665 Millway Ave, Unit #44

Concord, Ontario L4K 3T8

Or by any other form of communication that takes into account the individual's disability.

Accessible Formats and Communications Supports

Soncin Construction will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, by request, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. Soncin Construction will



consult with the person making the request to determine the suitability of an accessible format or communication support.

A notice of availability of accessible formats and communication supports is posted on the company website (www.soncin.ca).

Emergency Procedure, Plans or Public Safety Information

Soncin Construction is committed to providing members of the public, clients, customers, and employees with publicly available emergency information in an accessible way, upon request. We will also work directly with individuals with a disability who require support during an emergency to develop and maintain an emergency response plan based on their needs at a cost that is no more than the regular cost charged to other persons, as soon as practicable.

Accessible Websites and Web Content

Soncin Construction Internet website (www.soncin.ca) and the web content on the site will conform to Level AA of version 2 of the Web Content Accessibility Guidelines as required by January 1, 2021.

Related Accessibility Policies

Accessibility Policy – Customer Service Standards

Accessibility Policy – Employment Standards

Other

All documents, forms, etc. are available at Head Office 44-665 Millway Ave, Concord On, L4K 3T8, and alternate accessible formats are available upon request.

The contents of this policy are designed to serve as guidelines for management action only. The contents of this policy are subject to change or modification at the employer's discretion at any time that particular circumstances warrant.

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Approved by: Paul Soncin