



**PURPOSE**

Pride Signs is committed to maintaining full compliance to the requirements of both the Customer Service and Integrated Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Under the AODA the following standard requirements are applicable to Pride Signs Limited.

- General Requirements
- Customer Service Standard
- Information and Communication
- Employment Standards

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

Pride Signs Limited is committed to excellence and providing a barrier free environment for our customers and employees.

**GENERAL**

Accessibility Plan

Pride will develop, maintain and document an accessibility plan outlining the Company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The accessibility plan will be reviewed and updated at least once every five (5) years and will be posted at the facility. Upon request, Pride will provide a copy of the plan in an accessible format within fourteen (14) days of request.

Accessible Emergency Information

Pride is committed to providing the customers and clients with publicly available emergency information in an accessible format upon request. Employees with disabilities will be provided an individualized emergency response plan and information where necessary.

Training for Staff

We will provide training on the requirements of the accessibility standards referred to in the regulation, and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as possible and will be included in the on-boarding process for new employees, to staff, and volunteers, and all other persons who provide goods, services or facilities on behalf of the organization, on an ongoing basis and to anyone who participates in developing the organizational policies.

Training is appropriate to work duties and will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard and Integrated Accessibility Standard;
- Information on applicable Human Rights Code legislation as it pertains to persons with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices available on premises or otherwise that may help with the provision of goods or services to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing Pride Signs Limited goods and services; and policies, practices and procedures relating to the customer service standard.

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Approved by:	Jim McArthur	President			



Applicable staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **CUSTOMER SERVICE**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **Assistive Devices**

Persons with disabilities are permitted to use their own assistive devices where it is safe to do so, for the purpose of obtaining, using or benefiting from our goods and services. If a physical, technological or other type of barrier exists that prevents the use of an assistive device we will first endeavor to remove that barrier. If the barrier cannot be removed we will ask that person how they would like to be accommodated and what alternative methods of service would be more accessible to them. We will make every effort reasonable to provide an alternate means of assistance to the person with a disability.

### **Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

### **Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and allowable by governing regulations. Where service animals are not clearly identified, a staff member will ask the owner to provide appropriate documentation. We will also ensure that all staff who deals with the public is properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. If confidential information needs to be shared, consent will be obtained from the customer, prior to any conversation.

### **Notice of Temporary Disruption**

Pride Signs Limited will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances.

## **INFORMATION AND COMMUNICATION STANDARDS**

### **Feedback Process and Accessible Format Requests**

The ultimate goal of Pride Signs Limited is to meet and surpass customer expectations while providing our products and services to people with disabilities. Questions and/or feedback regarding how well those expectations are being met are welcome and appreciated and can be provided via the following methods to:

Human Resources  
Pride Signs Limited



255 Pinebush Road  
Cambridge, Ontario  
N1T 1B9  
Via email: [hr@pridesigns.com](mailto:hr@pridesigns.com)  
Via phone: 519-622-4040

Alternate method of accessible formats and communication supports are also available upon request. Feedback comments and/or questions will be reviewed on an individual basis. Response to feedback and request for accessible format will be provided within 14 days of receipt.

#### **Accessible Websites and Web Content**

Pride will ensure that existing website & content will conform with the World Wide Web Consortium, Web Content Accessibility Guidelines (WCAG) 2.0, at Level A.

### **EMPLOYMENT**

#### **Recruitment, Assessment and Selection Process**

Pride Signs will notify employees and the public about the availability of accommodation through the careers section posted on the Pride Signs website as well as include on internal and other external job postings. Accommodation will be made available upon request with reasonable notice.  
HPR 2.12 Employment Standards

#### **Accessible Formats and Communication Supports for Employees**

If an employee with a disability requests it, Pride Signs Limited will provide or arrange for the provision of accessible formats and communication supports for the following:

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

Pride Signs Limited may consult with the employee making the request to determine the best way to provide the accessible format or communication support.

#### **Documented Individual Accommodation Plans and Return to Work Deployment**

Pride Signs Limited will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities, and for those who are absent from work due to disability and require disability related accommodations in order to return to work. The process for the development of these accommodation plans will include specific elements, including:

- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs



**Workplace Emergency Response Information**

Pride will provide individualized workplace emergency response information to employees who have a disability where the disability is known to Pride, and where the disability requires individualized response information. Pride will provide this information as soon as practical after becoming aware of the need for accommodation. Where the employee requires assistance, Pride will, with the consent of the employee, provide the workplace emergency response information to the person(s) designated by Pride to provide assistance to the employee. Pride will review the individualized emergency response information when the employee moves to different location in the organization and when the employees overall accommodation needs change.

**Performance Management and Career Development**

Pride Signs will take into consideration disabilities that are known when assessing an employee’s performance or where career development opportunities are present. Pride will make adjustments where reasonable to do so in order to assist an employee with a disability to succeed. Documentation will be made available in accessible format where requested.

**RELATED DOCUMENTS:**

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|-----|----------|---|
| HRP | 1.05.001 | AODA Accessible Customer Service Training |
| HRP | 1.05.002 | AODA Customer Service Quiz                |
| HRP | 1.05.003 | AODA Customer Service Feedback Log        |
| HRP | 1.05.004 | AODA Accommodation Plan                   |
| HRP | 1.05.006 | Multi Year Accessibility Plan             |
| HRP | 2.13     | AODA Employment Standard                  |
| HRP | 2.13.001 | Accommodation Request                     |
| HRP | 2.13.002 | Health Care Provider Statement            |
| HRP | 2.13.003 | Accommodation Plan                        |

**Acknowledgment and Agreement**

I, (Employee Name), acknowledge that I have read and understand the Lockout/Tagout Policy of Pride Signs Inc. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face corrective action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_



HUMAN RESOURCES POLICIES  
HRP 1.05 Accessible Customer Service and Integrated Accessibility  
Standards  
Accessibility for Ontarians with Disabilities