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## **Multi-Year Accessibility Plan 2014 – 2021**

### **Accessibility for Ontarians with Disabilities Act (AODA)**

#### **Introduction and Purpose**

E.S Fox Limited (ESFL) will ensure equal access and participation for people with disabilities. The Company is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

ESFL believes in integration and will meet the needs of people with disabilities in a timely manner by removing and preventing barriers to accessibility and by meeting accessibility requirements under Ontario's accessibility laws. This includes compliance with the following Standards, as applicable:

1. Customer Service
2. Information and Communications
3. Employment
4. Design of Public Spaces
5. Transportation (only applicable to provincially-managed transportation services)

#### **Statement of Commitment**

ESFL is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under Ontario's accessibility laws.

#### **Emergency Information**

ESFL is committed to providing customers with publicly available emergency information in an accessible format, upon request. We will also provide employees with disabilities with individualized emergency response plans and information, when requested.

#### **Training**

ESFL will provide training on Ontario's accessibility laws and the Ontario Human Rights Code as it relates to people with disabilities. It will be provided in a format that best suits the duties of all staff, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of policies and procedures.

ESFL will take the following steps to ensure that all relevant personnel are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Obtain and/or develop appropriate training materials;
- Train new employees during the onboarding process through the Company's training system or other methods as appropriate;
- Additional training will be conducted, should significant changes be made to the AODA policies; and
- Training records will be maintained by ESFL.



## **1. Customer Service**

ESFL is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. By January 1, 2015 and beyond, ESFL will provide accessible customer service in the following way:

- Consult with customers with disabilities in order to provide access to goods and services in a way that meets their needs.

## **2. Information and Communications**

ESFL is committed to meeting the communication needs of people with disabilities and will take the following steps:

By January 1, 2015:

- Make all new websites and content on those sites conform with WCAG 2.0, Level A;
- Ensure existing feedback processes are accessible to people with disabilities, upon request;
- Review feedback process related to accessibility and customer service; and
- Regularly monitor the feedback process to ensure continued effectiveness.

By January 1, 2016:

- Make sure all publicly available information is made accessible upon request by consulting with the customer to determine their needs related to accessible formats and/or communication supports.

By January 1, 2021:

- Make all websites and content conform with WCAG 2.0, Level AA.

## **3. Employment**

ESFL is committed to fair and accessible employment practices.

By January 1, 2016:

- ESFL will notify the public that it will accommodate the needs of people with disabilities as part of the recruitment process;
- ESFL will regularly review the recruitment process to ensure accessibility is maintained;
- Should an accommodation be requested, the individual will be consulted for suitable and reasonable accommodation;
- ESFL will inform its existing employees of its accessibility policies, including any updates;
- This information will be provided to new employees as soon as practicable after commencing employment; and
- ESFL will take into account the accessibility needs of employees with disabilities when conducting performance reviews, providing career development, redeployment and advancement to employees.



## **Return to Work**

ESFL maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps ESFL will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

## **4. Design of Public Spaces**

ESFL will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, when applicable, in accordance with applicable legislation.

## **For More Information**

For more information on this accessibility plan or to obtain this document in an accessible format, please contact Human Resources at:

Phone: (905) 354-3700

Email: [hr@esfox.com](mailto:hr@esfox.com)

Accessible formats of this document are available free, upon request.