

**ACCESSIBILITY – INTEGRATED ACCESSIBILITY STANDARDS REGULATION
IASR ACCESSIBILITY PLAN 2014 – 2025**

Revision History

Version	Date	Author(s)	Change(s)
Draft	September 9, 2013	Stephanie Mitchell	<ul style="list-style-type: none"> Develop AODA – IASR Accessibility Plan
Revision 1	January 19, 2016	Cindy Seth	<ul style="list-style-type: none"> Update information and policy requirements
Revision 2	June 23, 2016	Shannon Steenson	<ul style="list-style-type: none"> Updated based on legislation changes for July 1, 2016
Revision 3	January 9, 2018	Cindy Seth	<ul style="list-style-type: none"> Updated the template and reviewed the policy
Revision 4	June 11, 2018	Andrea Cepeda	<ul style="list-style-type: none"> Updated template and reviewed policy

Reference Documents

Document Type	Document Name	Author(s)	Filename
None			

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Statement of Commitment

Lakeside Process Controls (Lakeside) is committed to providing a barrier-free environment for our clients/customers, patients, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Approximately 1.8 million Ontarians lives with a disability, and as the population grows older, this number will also increase. Our organization has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. Lakeside has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training. We are committed to reviewing and incorporating the following information with our employees:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Transportation vehicles and equipment requirements.
- Notices of service disruptions (temporary or long-term).
- Lakeside's relevant policies and procedures regarding accessibility.
- Reporting procedures.
- Training procedures.

Lakeside realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen.

Accessible Emergency Information

In the event of an emergency, it may be necessary for all employees to respond to the specific emergency that has occurred. This must be done quickly and calmly, to prevent any injury or damage. An emergency response may be necessary for a number of reasons, either natural or man-made. Various plans have been established to outline response for each specific type of emergency. Details of each response plan can be found in Lakeside's Health and Safety Manual.

Emergency Response Plan – Alternative Formats

Lakeside is dedicated to ensuring the Health and Safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plans in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plans. If the information provided to you is unclear or in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Human Resources Department – HR Director

Telephone: 905-412-0500
Email: HR@lakesidecontrols.com
In person: 2475 Hogan Drive, Mississauga ON, L5N 0E9

Lakeside will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include but are not limited to:

- Enlarged text;
- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.

Scope

This policy applies to all employees (temporary or permanent), volunteers, and contractors when dealing with the public or other third parties while acting on behalf of Lakeside.

Training

Employees will receive training in the requirements of this policy at the time orientation is completed or as changes are made to the policy. Training will be provided to all employees, volunteers, agents and/or contractors or other third parties that act on behalf of Lakeside Process Controls. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Customer Service

Lakeside will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways and at their own pace when accessing goods and services, so as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Lakeside. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. In situations where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. Any existing "No pet" policies will not apply to guide dogs, service animals and/or service dogs.

Recognizing a Guide Dog, Service Dog and/or Service Animal

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Lakeside may request verification from the customer.

Verification may include:

- a documentation from a regulated health professional that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time. If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Lakeside will make all reasonable efforts to meet the needs of all individuals.

Support Persons

In order to determine if an individual requires a support person, Lakeside will consult with the person who has a disability to understand their needs. The health and safety reasons for the support person will be considered based on the evidence available. If there is no other reasonable way to protect the health and safety of the person or others on the premises, Lakeside will waive admission fees or fares for the support person, if one exists.

If a customer with a disability is accompanied by a support person, Lakeside will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Lakeside will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Lakeside. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Lakeside's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

If and when disruptions occur Lakeside will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the company website;
- contacting customers with appointments;
- verbally notifying customers when they are making an appointment or arrive at our facility to sign in; or
- by any other method that may be reasonable under the circumstances.

Information and Communication

Lakeside is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Lakeside will ensure that all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014. For our existing websites, which were designed prior to January 1, 2012, Lakeside will make as many modifications as possible to meet the WCAG 2.0, Level A standard. A list of modifications made can be obtained from Human Resources. Any remaining requirements required to our website will be phased in over the course of the next several years with the completion executed in totality by the January 1, 2021 deadline.

Accessible Formats and Communication Supports

Lakeside will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. Lakeside will take into account the person's accessibility needs when customizing individual requests.

Exceptions

The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If Lakeside has determined that information or communications are unconvertible, we shall provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible;
- b. A summary of the unconvertible information or communications;
- c. Information is regarding as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

Feedback Process

Lakeside shall provide customers with the opportunity to provide feedback on the services provided to customers with disabilities. Information about the feedback process will be readily available to all customers. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request. Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to a member of the Human Resources Department.

If submitting feedback you may do so via one of the following methods:

- In person to the most senior member of the Human Resources Department
- By phone at 905-412-0500. Please ask to speak to the most senior member of the Human Resources Department

- By mail to 2475 Hogan Drive, Mississauga, L5N 0E9
- By email at: hr@lakesidecontrols.com

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Employment

Lakeside is committed to providing quality services and accessibility to all employment services. We will undertake the following accommodations to ensure that persons with disabilities have the same access, use and benefits to the employment services offered by Lakeside.

Lakeside Process Controls will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity through the following practices related to employment services:

Recruitment, Assessment and Selection

Lakeside will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. Lakeside will notify the successful applicant of their policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, Lakeside 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.

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

Documented Individual Accommodation Plans

Lakeside will also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- 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.

Plans and Processes

Any department within Lakeside that utilizes performance management tools, or provides career development and advancement to their employees, must respect the accessibility needs of their employees with disabilities when developing these processes. Every department within Lakeside will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

Return to Work and Redeployment

Lakeside has a return to work processes in place for employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. Please review the Return to Work Policy for more details regarding this process.

Additional Information

For additional information on the content or implementation of this plan, please contact the following:

Telephone: 905-412-0500
Email: HR@lakesidecontrols.com
In person: 2475 Hogan Drive, Mississauga ON, L5N 0E9

Accessible formats of this document will be made available upon request, free of charge, by submitting a request in to the Human Resources Department at: hr@lakesidecontrols.com, by phone at (905) 412-0500 or in person at our head office location.