



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2020 to 2025 accessibility plan outlines the policies and actions that Cornwall Gravel Company Limited (CGC) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

CGC believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline: May 30, 2021	
Current Barriers:	Both AODA and IASR policies have been reviewed		
Plan to Meet Requirements:	Will be changing the format for the IASR Standard to reflect the company format		
Potential Future Barriers:	None		
Responsible Authority:	HSE Control Team	Results:	Ongoing

Accessibility Requirement:	AODA multi year plan is on the website.	Compliance Deadline: June 2023	
Current Barriers:	Website is being re- formatted. Audio will added to the AODA site. WCAG 2.0 Level AA Compliance by that date.		
Plan to Meet Requirements:	The web page will be revised.		
Potential Future Barriers:	Problems with digital data being added. A third party might have to make sure it is working correctly.		
Responsible Authority:	Third Party	Results:	Ongoing
Accessibility Requirement:	Health & Safety Board Accessibility	Compliance Deadline: January 2022	
Current Barriers:	Covid-19		
Plan to Meet Requirements:	Addition of pertinent material. Make sure someone is available to explain the material to customers or workers with disabilities if required.		
Potential Future Barriers:	Staff shortage		
Responsible Authority:	Dispatch	Results:	On-going
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline: Yearly	
Current Barriers:	Covid-19		
Plan to Meet Requirements:	These are discussed at yearly Orientation meetings		
Potential Future Barriers:	Due to Covid-19, entry is not permitted in Dispatch if Orientation was missed. They must do the Orientation on line. We do have a voice over video for workers who are unable to read. Our Dispatch staff aids in the written part, but it is closed to visitors and staff. Problem would be if family cannot help them, other arrangements will have to be made.		
Responsible Authority:	HSE Control Team	Results:	June 21 2021, all have received orientation. Done yearly

Information and Communications Standard			
Accessibility Requirement:	Feedback Process		Compliance Deadline: Complete
Current Barriers:	None. Once a call regarding a complaint or suggestion due to someone with a disability is made, the form is filled out.		
Plan to Meet Requirements:	The form is available at the main office		
Potential Future Barriers:	None. No complaints or comments have been submitted		
Responsible Authority:	Main Office/Dispatch	Results:	Ongoing
Accessibility Requirement:	Accessible formats and communication supports		Compliance Deadline: 2022
Current Barriers:	Covid 19		
Plan to Meet Requirements:	Communication for employees is done through Site Docs, new Paperless Management H&S software. All workers are able to connect to this software. These are written communications. If unable to access the communication needed, the foreman on the job will aid orally to communicate the information.		
Potential Future Barriers:	Everyone should be able to connect by the end of 2021. Training could be needed		
Responsible Authority:	HSE Control Team	Results:	Done
Accessibility Requirement:	Emergency procedures, plans or public safety information		Compliance Deadline: ongoing
Current Barriers:	We have emergency procedures for all our jobsites. If anything arises that has not been addressed in the procedures, the office is contacted and revised plans are written.		
Plan to Meet Requirements:	These plans take into consideration workers, pedestrians or motorist with or without disabilities.		
Potential Future Barriers:	Time sensitive		
Responsible Authority:	HSE Control Team/Foreman	Results:	Ongoing

Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	2022
Current Barriers:	Revamping website this year		
Plan to Meet Requirements:	WCAG 2.0 Level AA Compliance		
Potential Future Barriers:	New information to be added to the site.		
Responsible Authority:	Main Office/Third Party	Results:	Done June 2023
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline:	
Current Barriers:	Covid-19 is making it a bit more difficult to train on a one on one system. The resource material is available to all workers and is part of their orientation.		
Plan to Meet Requirements:	Education is always ongoing with daily FLRA's and weekly tool box talks		
Potential Future Barriers:	None		
Responsible Authority:	HSE Control Team	Results:	Ongoing
Accessibility Requirement:	Training to educators	Compliance Deadline:	Complete
Current Barriers:	Educators have been trained		
Plan to Meet Requirements:			
Potential Future Barriers:	New educators		
Responsible Authority:	HSE Control Team	Results:	Ongoing

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes		Compliance Deadline: On demand
Current Barriers:	There are no barriers. If someone needs accommodations for a job interview, the particular accommodations are made.		
Plan to Meet Requirements:	The person must first notify the company of what type of accommodation is needed. Without due hardship the accommodations will be made.		
Potential Future Barriers:	Cannot accommodate if it is to a structural issue with the building.		
Responsible Authority:	Human Resources	Results:	Ongoing
Accessibility Requirement:	Informing employees of supports		Compliance Deadline: Yearly Orientation
Current Barriers:	None		
Plan to Meet Requirements:	All employees have been educated upon Orientation of the duties of the employer. We have a RTW policy and all employees are aware of the process and support given to any injured employee.		
Potential Future Barriers:	Unable to provide support needed due to cost and/or causing undue hardship to the company.		
Responsible Authority:	HSE Control Team	Results:	On-going
Accessibility Requirement:	Accessible formats and communication supports for employees		Compliance Deadline: Complete
Current Barriers:	Because of Covid 19, groups or one on one Orientation has not been possible.		
Plan to Meet Requirements:	Digital Orientation is available with audio if needed. Foreman can read and explain and help with paperwork for workers that are illiterate.		
Potential Future Barriers:	Workload due to Covid		
Responsible Authority:	HSE Control Team	Results:	Done: 2021

Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	December 2021
Current Barriers:	None		
Plan to Meet Requirements:	Every jobsite has an emergency response plan on site. Every worker can access it on Site Doc, a paperless Safety Management software base app. They can make the font bigger if needed and there is a talk to text option. If the worker is illiterate the foreman needs to read and explain it to them.		
Potential Future Barriers:	Internet connection is needed to send information to and from the office.		
Responsible Authority:	HSE Control Team/Main Office	Results:	Ongoing
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	2022
Current Barriers:	We already have a system in place. But we are trying to get this on Site Docs to facilitate the execution of the individual plan.		
Plan to Meet Requirements:	The worker will be able to find the plan on the app. And will be able to sign the documents online.		
Potential Future Barriers:	Internet connection is needed to send the documents. They can be downloaded prior and can be accessible.		
Responsible Authority:	Human Resources	Results:	
Accessibility Requirement:	Return to work process	Compliance Deadline:	
Current Barriers:	None		
Plan to Meet Requirements:	We have a very good Return to work process and is documented		
Potential Future Barriers:	Covid 19		
Responsible Authority:	HSE Control Team/Human Resources	Results:	Done: 2021

Accessibility Requirement:	Performance management process	Compliance Deadline:	2022
Current Barriers:	None		
Plan to Meet Requirements:	Working with Site Docs, we will track performance of jobs, therefore identifying any performance issues.		
Potential Future Barriers:	The audit plan for this review		
Responsible Authority:	HSE Control Team	Results:	Ongoing
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	On-going
Current Barriers:	None		
Plan to Meet Requirements:	We always look within the company to identify individuals to climb the ladder.		
Potential Future Barriers:	Experience to lead.		
Responsible Authority:	CGC Management/Human Resources	Results:	
Accessibility Requirement:	Redeployment	Compliance Deadline:	Ongoing
Current Barriers:	Covid 19		
Plan to Meet Requirements:	Retrain workers to do another job		
Potential Future Barriers:	Ability of worker to learn another job and availability of work.		
Responsible Authority:	General Manager/ Human Resources	Results:	

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	complete
Current Barriers:	None		
Plan to Meet Requirements:	We have a Best Practice on procedure in the AODA Standard.		
Potential Future Barriers:			
Responsible Authority:	HSE Control Team	Results:	Complete 2021
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	September 2021
Current Barriers:	None		
Plan to Meet Requirements:	A short document will be written describing the Customer service policy and will be available on demand.		
Potential Future Barriers:	Revamping the website.		
Responsible Authority:	HSE Control Team	Results:	
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	January 2021
Current Barriers:	No barriers, they are allowed.		
Plan to Meet Requirements:	Addressed in the AODA standard		
Potential Future Barriers:			
Responsible Authority:	HSE Control Team	Results:	Done:2021
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from	Compliance Deadline:	2021

	Cornwall Gravel's goods, services, or facilities if the person's service animal is excluded from the premises	
Current Barriers:	None	
Plan to Meet Requirements:	Any payment can be done over the phone. Product pickup can be paid via wireless debit machine brought to the vehicle. At the quarry they are not allowed out of the vehicle to pick up the product, the product is put in their vehicle or trailer. Our products can also be delivered to their location, where the drivers will accommodate them as much as possible.	
Potential Future Barriers:	The drivers may not physically be able to put the product where it would be most feasible for the disabled person to get to easily.	
Responsible Authority:	HSE Control Team	Results: Ongoing
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline: 2022
Current Barriers:	Due to Covid 19 no one can enter the premise	
Plan to Meet Requirements:	Payments are done via telephone	
Potential Future Barriers:	None foreseen	
Responsible Authority:	HSE Control Team	Results: Ongoing
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline: January 2021
Current Barriers:	Covid 19	
Plan to Meet Requirements:	A support person can enter at any time with a disabled person.	
Potential Future Barriers:		
Responsible Authority:	Front desk/Dispatch	Results: Ongoing
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline: June 2021

Current Barriers:			
Plan to Meet Requirements:	All employees are trained yearly at Orientation.		
Potential Future Barriers:	Continual training as new workers start working		
Responsible Authority:	HSE Control Team	Results:	June 2021
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline: May 2021	
Current Barriers:	Covid		
Plan to Meet Requirements:	Changes to policies are communicated at Orientation. Any changes thereafter are sent to the foreman via Site Docs and the changes are communicated to the crew by tool box talks		
Potential Future Barriers:	Time factor		
Responsible Authority:	HSE Control Team	Results:	Ongoing
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline: 2022	
Current Barriers:			
Plan to Meet Requirements:	A document on the AODA Training policy will be written up and the document will be in the main office where it will be available upon request.		
Potential Future Barriers:	None		
Responsible Authority:	HSE Control Team	Results:	
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline: Complete	
Current Barriers:	None		

Plan to Meet Requirements:	We have a feedback form for persons with disabilities regarding any problems accessing our goods and services.		
Potential Future Barriers:			
Responsible Authority:	HSE Control Team	Results:	January 2021
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	Compliance Deadline:	
Current Barriers:	None		
Plan to Meet Requirements:	A document will be prepared on the feedback process		
Potential Future Barriers:	Website re-structuring		
Responsible Authority:	HSE Control Team	Results:	
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	
Current Barriers:	Website availability		
Plan to Meet Requirements:	We are working on the new format on our website where font and read over is available		
Potential Future Barriers:	Problems with website.		
Responsible Authority:	HSE Control Team	Results:	Done June 2023

Review and Update

This document was created on April 29, 2021 and must be reviewed annually and updated as required. A final review will be completed by April 29, 2025.