



AODA Accessibility Plan and Policies

Intent

This 2014 – 21 accessibility plan outlines the policies and actions that Metric Contracting Services Corporation and Metric Utilities LTD. (Metric) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

At Metric, we are committed to treating all persons with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are dedicated 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 the Accessibility for Ontarians with disabilities Act.

Policy

A. Accessible Emergency Information

We are committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

B. Training

We will provide training to all staff and other employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the person being trained.

We will take the following steps to ensure all employees are provided with the training needed to meet Ontario's accessible laws. Salaried employees will have training completed by January 1, 2015 compliance date. Due to the cyclical nature of our business, hourly staff will complete the required training in waves beginning on January 5, 2015 with a target completion date of March 1, 2015.

On-line Training Provided to Salaried Employees:

- AODA Customer Service Training (condensed)
- Human Rights In Canada - Federal Regulations Training
- Customer Service Excellence Training

For salaried employees, certificates of completion will be used to verify training requirements.

On-site Training Provided to Hourly Employees:

- AODA Customer Service Training Presentation
- Human Rights in Canada – Federal Regulations Presentation

For hourly employees, attendance sheets and will be used to record and verify training requirements.

C. Kiosks

At Metric, kiosk areas are used internally. Kiosk areas are set up to provide online training in both visual and oral formats utilizing a computer system with accompanying headphones, keyboard, and mouse in addition to print materials. As such, we are committed to providing accessible kiosk training areas that meet the requirements under Ontario's accessibility laws and will take the following steps to ensure employees consider the needs of people with disabilities when designing the designated space. We will;

- Ensure location is accessible
- Provide adequate lighting
- Provide an adjustable chair
- Provide headset and keyboard
- Computer terminal with accessibility features
- Ensure portability of the kiosk materials

D. Information and Communication

At Metric, we are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. Information will be made available in accessible formats upon request in the following ways;

- We will make written documents available in various font sizes
- We will offer assistance will to those who need help with reading or writing
- We will read documents to assist those who need it
- We will use active listening techniques for all interactions
- We will use clear well enunciated language when communicating
- We will allow each person to take as much time as they require

1.1. Communication

We communicate with people with disabilities in a ways that take in to account their disability. We provide training to all staff members who communicate with customers on how to interact and communicate with people with various types of disabilities.

1.2. Telephone

We train staff to communicate with customers over the phone in clear and plain language and to speak clearly and slowly.

1.3 Forms

We are committed to providing forms in accessible formats to all of our customers. Forms including applications, invoices, etc. will be provided in alternate format upon request. We will be available to answer any questions customers may have about the content of the forms in person, by telephone or email.

1.4 Website

We are committed to providing an accessible website in HTML format allowing for accessibility-supported content that can be accessed using the accessibility options provided by, but not limited to, internet browsers and operating systems accessed and used by persons with disabilities. This will ensure all our web content conforms to WCAG 2.0. Level AA by January 1, 2021. We will also ensure that all staff who develop and or administer the website, are trained in the accessibility requirements as stated under WCAG 2.0 AA.

1.5 Feedback

We will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015;

- Ways to submit feedback will clearly visible and posted on the Metric website
- Feedback forms will available in person at the Metric office located at 34 Bramtree Crt, Brampton
- Feedback will be accepted via email to hrrservices@metricgroup.ca
- Feedback will be accepted via phone at (905) 793-4100 x 167

All feedback will be responded to within 10 business days of receipt via email or by phone. Feedback will be tracked using aggregate data in order to evaluate our processes and make improvements where necessary. Information regarding collective feedback will be made available upon request; however all identifying personal data will be removed.

1.6 Publicly Available Information

We will take the following steps to make sure publicly available information is made accessible upon request by January 1, 2016;

- Public information accessed using the website will be HTML format and conform to WCAG 2.0 AA requirements
- Information will be made available in various formats

E. Employment

At Metric, we are committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Metric will accommodate

people with disabilities during the recruitment and assessment processes and when people are hired.

1.1 Fair Employment Practices

- To reaffirm our commitment to fair employment practices, Metric will incorporate the following statements of inclusion on all job postings in addition to making it available

Metric prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with a disability.

- Metric is an equal opportunity employer regardless of race, color, religion, creed, sex, marital status, ancestry, place of origin, ethnic origin, citizenship, disability, age, sexual orientation, or family status. Employment decisions are made without consideration of these or any other factors that employers are prohibited by law from considering. Any discriminatory action can be cause for disciplinary action.

1.2 Accommodation and Return-to-Work

We will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Provide the employee with an accommodation request form
- In conjunction with the employee, decide what is necessary
- Develop an individualized accommodation plan
 - Detail accommodations provided
- Develop a return to work action plan
 - Detail return date, job duties, hours worked, any restrictions or limitations in addition to any modifications made to their regular duties
- Provide accommodations
- Schedule a review

1.3 Performance Management

At Metric, we will ensure the accessibility needs of employees with disabilities are taken in to account when using performance management, career development and redeployment. When used, key performance indicators will be adjusted accordingly.

1.3. Barriers

At Metric, we will take ensure that we continue to take steps to prevent and remove any other accessibility barriers identified by following and adhering to our aforementioned policy statements.

F. Design of Public Spaces

Metric does not currently engage in the design of public spaces.

G. For More Information

For more information on this accessibility plan, please contact Heidi Richards at (905) 793 – 4100 ext 167 or email at hrrservices@metricgroup.ca. Accessible formats of this document are available upon request.