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Enter Policy Name

Accessibility Policy	2
Intent	2
Definitions.....	2
General Principles	2
Mult year Accessibility Plan	6
Statement Of Commitment	6
Introduction.....	6
Recent Achievements.....	6
Strategies and Actions	7



ACCESSIBILITY POLICY

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Crossey Engineering Ltd., a Salas O'Brien Company (CEL) shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats– Include but are not limited to large print, electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Consists of captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Review](#)



A. General Requirements

General requirements that apply across the following standards, Information and Communications and Employment, are outlined as follows.

Establishment of Accessibility Policies and Plans

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) has developed and implemented policies governing how it will achieve accessibility through these requirements. They include:

1. A statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.
2. A multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.
3. The accessibility plan will be reviewed and updated once every five years. Annual status reports will be prepared that will report on the progress of the steps taken to implement CEL's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Training Requirements

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) provides training for its employees regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities.

Training is provided as soon as reasonably practicable, and is provided on an ongoing basis to new employees and as changes to the company's accessibility policies occur.

Records

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) maintains records on the training provided.

B. Recruitment, Assessment and Selection

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) notifies employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants are informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of CEL's policies and supports for accommodating people with disabilities.



C. Accessible Formats and Communication Supports for Employees

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) ensures that all employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

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

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, the company will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Crossey Engineering Ltd., a Salas O'Brien Company (CEL) reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) has developed 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 that 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 and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Performance Management and Career Development and Advancement

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Crossey Engineering Ltd., a Salas O'Brien Company. (CEL) will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps the company will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

H. Review

This policy will be reviewed regularly to ensure that it is reflective of Crossey Engineering Ltd., a Salas O'Brien Company's (CEL) current practices as well as legislative requirements.



MULTI YEAR ACCESSIBILITY PLAN

Statement Of Commitment

Crossey Engineering Ltd., a Salas O'Brien Company (CEL), is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 the Accessibility for Ontarians with Disabilities Act.

Introduction

We strive to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The company is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Recent Achievements

Information and Communications

Crossey Engineering Ltd., a Salas O'Brien Company. (CEL) implemented additional virtual meeting software with closed captioning and transcription services to allow for easier communication for all participants.

Employment

Our new Recruitment and HR tools allow for greater ease of use. The tool is designed and built with accessibility in mind, which makes the system easier to use and easier to understand for everyone. We continuously strive to improve the accessibility of our systems.



Strategies and Actions

Customer Service

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) is committed to providing accessible customer service to people with disabilities. This means we will provide goods, services and facilities to people with disabilities in the same high quality and timeliness as others.

The company has a customer service plan in place that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Informs customers when accessible services are not available
- Invites customers to provide feedback

The company has trained team members on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

The customer service plan is in writing and is available to both the public and employees of Crossey Engineering Ltd., a Salas O'Brien Company (CEL).

- The plan can be accessed on our website
- The plan is available in accessible formats, if requested

Information and Communications

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) is committed to making our information and communications accessible to people with disabilities.

Our websites and content conform with WCAG 2.0, Level A, including:

- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language.
- Make all functionality available from a keyboard.



- For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

Employment

The company has taken the following steps to notify the public and staff that, when requested, Crossey Engineering Ltd., a Salas O'Brien Company (CEL) will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Let job applicants know that we will accommodate disabilities during the selection process
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs
- Notify successful candidates of our policies for accommodating employees with disabilities

The Company takes the following steps for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Ensure employees are aware of the organization's policies for supporting anyone with a disability
- Inform employees about these policies when:
 - The requirement comes into effect
 - When new employees are hired
 - When policies are changed

The company will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Crossey Engineering Ltd., a Salas O'Brien Company (CEL) is using performance management, career development and redeployment processes, by January 1, 2024

- Make performance management accessible by:
 - Reviewing the employee's accommodation plan to understand their needs and see whether an adjustment needs to be made in order for them to succeed



- Make performance management documents available in accessible formats, such as large print, when asked
- Provide feedback and coaching to employees in a way that is accessible to them

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) takes steps to prevent and remove any other accessibility barriers as identified by the public, employees and clients of the company as required and requested.

Training

Crossey Engineering Ltd., a Salas O'Brien Company (CEL) provides training to 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 employees.

The company has the ongoing plan in place to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

Activity	Timeline
1. Training on AODA and Ontario Human Rights Code is provided to all team members.	Ongoing
2. A record of training, including dates and number of trained people is maintained.	Ongoing
3. A plan is created to ensure continued AODA and Human Rights Training compliance including updates to new requirements.	Ongoing