

## **O'Connor Electric's Accessibility Policy** (Rev. 2018.05)

O'Connor Electric is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

### **Statement of Commitment**

O'Connor Electric 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.

### **Accessible Emergency Information**

O'Connor Electric is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

O'Connor Electric will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities in a way that best suits their duties. O'Connor Electric will train all employees who work at 9 Centennial Road and who are exposed to the public on the Accessibility for Ontarians with Disabilities Act. O'Connor Electric will also include the Accessibility Plan in our Health & Safety Management System which is distributed to all O'Connor Electric Employees. The Accessibility Policy will be explained at the time of site orientation on all sites.

### **Information, Communication and Feedback**

O'Connor Electric 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.

O'Connor Electric will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

O'Connor Electric will take the following steps to make all new websites and content on those sites conform to WCAG 2.0.

- Contact IT provider to ensure upcoming website is WCAG compliant
- Post 5-year plan on safety board and website

O'Connor Electric will ensure all publicly available information is provided in an accessible format upon request.

Customers who wish to provide feedback on the way O'Connor Electric provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- By email: [info@oconnorelec.com](mailto:info@oconnorelec.com)
- By telephone: (519) 519-745-8886
- By fax: (519) 745-8380
- In person: 9 Centennial Road, Kitchener, Ontario

All feedback, including complaints, will be responded to in the same method as the original contact (unless otherwise specified) within 5 business days.

### Employment

O'Connor Electric is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, O'Connor Electric will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Add statement to Recruitment Page of website
- Add Accessibility Policy to Health & Safety Management System Reference Guide

O'Connor Electric will modify the current Early & Safe Return to Work Plan and put in place a process for developing individual plans and return-to-work policies for employees that have been absent due to a disability. We will distribute changes to all employees via O'Connor Electric Health & Safety Management System Reference Guide.

We will examine each instance on a case-by-case basis to ensure the accessibility needs of employees with disabilities are being met. O'Connor Electric will assist in barrier identification and make accommodations as required/needed.

### Design of Public Spaces

O'Connor Electric will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. O'Connor Electric's public spaces include, but are not limited to, outdoor paths of travel (sidewalks, ramps, stairs, etc.), accessible off-street parking and waiting areas.

O'Connor Electric will post on their website or notify persons requiring accommodations should service disruptions interfere with accessibility to public spaces.



For more information on this accessibility plan/policy, or for accessible formats of this document, available free upon request, please contact:

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Connie Saltel at 519-745-8886 x 32, [csaltel@oconnorelec.com](mailto:csaltel@oconnorelec.com)