



Accessibility Plan

The following accessibility plan outlines the policies and actions that Remco will put in place to improve opportunities for people with disabilities.

Remco 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

Remco 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

Remco will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. We will provide training to employees and others who deal with the public (customers) or other third parties on our behalf.

Remco will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws

Employees in management or supervisory positions will be trained in depth as "train the trainers" to pass on information to other associates.

- Our statement of Commitment and Customer service policy will be posted in areas where all employees have access.
- The Human Resources department will be the point of contact for all associates or customers who require disability accommodation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Our Plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing our goods and services

Staff will also be trained when changes are made to your accessible customer service plan.



Information and Communications

Remco 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.

Anyone in our organization communicating with the public/clients must always be professional, polite and courteous at all times.

- Speak normally, clearly, directly and friendly
- Ask a person to repeat the information
- Ask if you don't understand what the customer is saying
- Listening skills are important when dealing with such situations as you need to understand the real issues
- Ask how you can help and try to work with the individual to find a solution
- Be confident, patient, reassuring and understanding
- Offer assistance
- Offer to describe goods and services
- Offer to read or summarize the information

Accessible communication supports and information formats (both digital and non-digital)

We will ensure we accommodate customers who may require paper printout, email or voice documents.

Developing emergency response plans

For example - Ensure workstations can be placed on the main floor in a safe area if stairs can't be used

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at in all entrances to the building.

Standards for the Built Environment

We have ramps or flat surfaces are available to enter all our buildings

We ensure there are no obstacles to getting around and in the building safely. Ensure safety walkways are marked clearly

Accessible websites and web content

Ensure our website is compliant with WCAG 2.0, Level AA by January 1, 2021. This includes making sure the format is bright and clear. Ensure we have information on our site advising customers/public to contact HR if they require modification to the format of the information. This information can be found under the contacts page of the website.



Relevant policies and procedures regarding accessibility

We will ensure Statement of Commitment to Accessibility is posted in our buildings

We will ensure our Accessibility Policy and Procedure is communicated and incorporated in to the employee handbook.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that the customer may be using and how to accommodate the customer using assistive devices.

- Always ask before touching or moving any assistive devices
- Ensure our environment is clear and free of obstacles

Assistive devices could be:

Screen Reader, Smart phone, Print on Paper, service Animal, Support person, calculators, Tape recorders

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Such as warehouse safety walkways, office areas, front receptions.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

A visitors badge will be provided to both the client and support person and they will be required to sign the visitor's log.

Feedback process

Customers who wish to provide feedback on the way we provide our services to people with disabilities can

- Email hr@remco.ca
- Verbally by contacting customer Service at 905-455-1500

All feedback, including complaints, will be providing the information to the Human Resource department

Customers can expect to hear back in 10 business days.



Employment

Remco is committed to fair and accessible employment practices.

Accessible employment practices such as recruitment, assessment, and selection

We will ensure our hiring practices are based on skills and ability to do the job and not discriminate against disability

We will take the following steps to notify the public and staff that, when requested, Remco will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Job applicants will be made aware by way of communication in job postings that the hiring processes will be modified to accommodate their disability upon request.

Modifications to this or other policies

Any policy of Remco that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

For more information on this accessibility plan,

Please contact Human Resources at

Phone: 905-455-1500

e-mail: hr@remco.ca