



BRT Group - Human Resources Policy Manual

Policy Title:	AODA (Accessibility for Ontarians with Disability Act)	Policy Number:	1.4 (a)
Effective Date:	January 1, 2018	Revision Number:	2
		Replaces:	May 1, 2017
Prepared By:	Human Resources	Approved By:	President

1.4.1 (a) Accessibility Plan

BRT Group will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years. Upon request, BRT Group will provide a copy of the Accessibility Plan in an accessible format.

1.4.2 (a) Intent

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by BRT Group shall follow the principles of dignity, independence, integration and equal opportunity.

1.4.3 (a) Scope

This policy applies to the provision of goods and services at premises leased, owned and operated by BRT Group.

This policy applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of BRT Group, including when the provision of goods and services occurs off the premises of BRT Group such as in: delivery services, vendors, drivers, and third-party marketing agencies.



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The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by BRT Group.

This policy shall also apply to all persons who participate in the development of BRT Group' policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

1.4.4 (a) Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members of the Public, or other Stakeholders bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to: any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental



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impairment or a developmental disability; a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if: it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.



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1.4.5 (a) The Provision of Goods and Services to Persons with Disabilities

BRT Group will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all members of the Public, or other Stakeholders, receive the same value and quality;
- allowing members of the Public, or other Stakeholders with disabilities, to do things in their own ways, and at their own pace, when accessing goods and services (as long as this does not present a safety risk);
- using alternative methods when possible to ensure that members of the Public, or other Stakeholders with disabilities, have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the members of the Public, or other Stakeholder's disability.

1.4.6 (a) Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by BRT Group. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the person is in a location that would be considered safe for both the members of the Public, or other Stakeholders. Or, where elevators are not present and where an individual requires assistive



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devices for the purposes of mobility, service will be provided in a location that meets the needs of the members of the Public, or other Stakeholders.

1.4.7 (a) Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

If it is not readily apparent that the animal is being used by the members of the Public, or other Stakeholders for reasons relating to his or her disability, BRT Group may request verification.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, BRT Group will make all reasonable efforts to meet the needs of all individuals:

1.4.8 (a) Support Persons

If a member of the Public, or other Stakeholder with a disability, is accompanied by a support person, BRT Group will ensure that both persons are allowed to enter the premises together and that such a person is not prevented from having access to their support person.



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There may be times where seating and availability prevent a disabled person and a support person from sitting beside each other. In these situations BRT Group will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the member of the Public, or other Stakeholder, prior to any conversation where confidential information might be discussed.

1.4.9 (a) Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of BRT Group. In the event of any temporary disruptions to facilities or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options



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1.4.10 (a) Feedback Process

BRT Group shall provide members of the Public, or other Stakeholders with disabilities, with the opportunity to provide feedback on the service provided to them. Information about the feedback process will be readily available to all members of the Public and notice of the process will be made. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Members of the Public, or other Stakeholders who wish to provide feedback on the way BRT Group provides goods and services to people with disabilities can contact us verbally, send an email, send mail or phone us. All feedback, including concerns or complaints, may be directed to:

BRT Group
1368 Hwy 7
Peterborough, Ontario Canada K9J 0G6
Phone: (705) 295-6832 Fax: (705) 295-6826

You can expect to hear back from BRT Group within five (5) business days.



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Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

BRT Group is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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.

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 at no charge.

We will notify customers of this through a notice posted on our premises and webpage.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities BRT Group 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 on the entrance door at 1368 Hwy 7, Peterborough.

Training

BRT Group will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Every individual in the organization will be trained including senior management.



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Training will be provided to staff within the first three months of hire. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BRT Group's 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
- How to use the elevator and any other assistive devices available on-site
- What to do if a person with a disability is having difficulty accessing BRT Group's goods and services

** Staff will also be trained when/if changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way BRT Group provides goods and services to people with disabilities can contact the owner verbally, send an email, send mail or phone us.

All feedback, including concerns or complaints, may be directed to:

BRT Group
1368 Hwy 7
Peterborough, Ontario Canada K9J 0G6
Phone: (705) 295-6832 Fax: (705) 295-6826

Customers can expect to hear back from BRT Group within five (5) business days:

Modifications to this or other policies

Any policy of BRT Group that does not respect and promote the dignity and independence of people with disabilities will be modified or removed to ensure our commitment to these principles and our Customers.

This document is available in an alternate format on request.



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Policy Title:	Accessibility for Ontarians with Disability Act: Integrated Accessibility Standards	Policy Number:	1.4 (b)
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1.4.1 (b) Integrated Accessibility Standards

In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information, Communication, and Transportation. In accordance with this, BRT Group will develop, maintain and document compliance with this Standard.

1.4.2 (b) Training

BRT Group will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, additional training will be provided. BRT Group will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

1.4.3 (b) Information and Communication Standard

BRT Group will create, provide and receive information and communications in ways that are accessible to people with disabilities. If BRT Group determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

1. an explanation as to why the information or communications are not convertible; and
2. a summary of the unconvertible information or communications.



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1.4.4 (b) Emergency Information

BRT Group will provide all emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

BRT Group will also provide individualized workplace emergency response information to employees who have a disability:

1. If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
2. With the employee's consent, to the person designated by BRT Group to provide assistance to the employee if required;
3. As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
4. BRT Group will review the individualized workplace emergency response information when the employee moves to a different location in the organization.

1.4.5 (b) Accessible Formats and Communication Supports

BRT Group will provide or arrange for accessible formats and communication supports for persons with disabilities:

1. Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
2. At a cost that is no more than the regular cost charged to other persons;



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3. In consultation with the person making the request to determine the suitability of an accessible format or communication support.

1.4.6 (b) Employment Standard and Recruitment

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

When recruiting new employees, BRT Group will:

1. Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
2. Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;
3. Notify successful applicants of the policies for accommodating employees with disabilities.

1.4.7 (b) Employee Notification

BRT Group will inform its employees of its policies used to support employees with disabilities:

1. As required, to new employees, as soon as practicable after they begin their employment;



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2. Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

1.4.8 (b) Accessible Formats

When an employee with a disability requests it, BRT Group will consult with the employee to provide or arrange for the provision of accessible formats and communication supports:

- For information that is needed in order to perform the employee's job;
- For information that is generally available to employees in the workplace; and
- In consultation with the employee making the request in determining the suitability of an accessible format or communication support.

1.4.9 (b) Performance Management, Career Development and Advancement

BRT Group will take into account the accommodation needs of employees when:

1. Using performance management processes;
2. Providing career development and advancement information.