

AODA Multi-Year Accessibility Plan



This multi-year plan has been reviewed and approved by the VP Human Resources

2015-2025

Head Office

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AODA MULTI-YEAR ACCESSIBILITY PLAN

Section 1: Statement of Commitment

Troy Life & Fire Safety Ltd. (“Troy”) is committed to providing accessible service to persons with disabilities. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services and in a similar way as other customers. Troy is committed to complying with the accessibility standards set out in the AODA’s Integrated Accessibility Standards Regulation (IASR) and the Accessibility Standards for Customer Service Regulation.

Regulations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) including accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment (Design of Public Space)

The Integrated Accessibility Regulation (IASR) under the AODA was enacted in June 2011. Section 4(1) of the IASR requires Troy to create, maintain and make publicly available a multi-year accessibility plan. The accessibility plan must be created, reviewed and updated in consultation with persons with disabilities. This plan must be reviewed at least once every five (5) years and an annual status report on the progress that Troy has made to implement our accessibility plan and comply with the IASR.

This Plan outlines the steps Troy has taken and plans to take:

- To prevent and remove barriers for persons with disabilities
- Meet the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Section 2: Past Achievements to Remove and Prevent Barriers

Policies and practices are already in place to help Troy comply with the requirements under the AODA, the Accessibility Standards for Customer Service and the IASR: Customer Service, Information and Communications, Employment and Training.

Customer Service

Troy has created and put in place a customer service plan 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
- Lets customers know when accessible services aren’t available
- Invites customers to provide feedback

Troy has trained staff on accessible customer service and has created an ongoing process to train new staff with regards to the customer service standard.

Troy has put the customer service plan in writing and made the plan available to the public and Troy employees.

Troy has reported its progress online by filing an accessibility report with the Minister of Community and Social Services. Troy will comply with the customer service standard by continuing to file its accessibility report as required by legislation.

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Information and Communications

Troy has developed and launched a website that is designed to comply with the AODA Act, 2005. Troy takes steps to make sure that the organization's website and communication products are as accessible as possible.

Troy's Customer Service Policy and its Multi-Year Accessibility Plan are accessible on our website, and these can be provided in an accessible format upon request

Troy uses a range of communication methods such as email, print, webinars, conferences and social media platforms to communicate with our customers

Troy has taken the following steps to ensure existing feedback processes are accessible to employees with disabilities upon request:

- Created a feedback process to receive and respond to feedback from our employees.
- Made the feedback process accessible in multiple formats, such as telephone, email, mail, and in-person.

Employment

Troy is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, Troy 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 the applicant and make adjustments that best suit the applicant's needs.

Troy is a scent-sensitive workplace. A scent sensitivity policy exists to accommodate staffs who report various sensitivities to chemicals and/or scents.

Return to Work – It has been Troy's historical practice to partner with an external medical adjudication company to assist employees with returning to work after an absence due to disability. This external company contacts the primary health care provider to determine functional abilities. Working with our external company, our employee and his/her manager, Troy develops a return-to-work plan which may include modified hours, modified duties or modified working conditions. This work plan is documented.

The new hire orientation for new Troy employees includes information about employees' rights and responsibilities under the MOL and the AODA. Policies that foster a wide range of topics such as the scent-sensitive policy, the AODA policy, Harassment in the Workplace policy, Violence Free Workplace Policy.

Accessibility Training

All Troy employees have received training on AODA policies and procedures. Employees have successfully completed Troy's internal AODA training: Accessibility for Ontarians with Disabilities Act (AODA, 2005) Customer Service Program Fundamentals and exam Accessibility for Ontarians with Disabilities Act (AODA) 2005 - Customer Service Training Program Workbook (as required by Ontario regulations 429/07)

Troy provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Troy has, and will continue to, provide training to all employees on the IASR requirements that apply to Troy employees as well the *Ontario Human Rights Code* with respect to disabilities. This training is refreshed periodically with all existing employees.

Troy provides this training to:

- all employees and volunteers, including paid and unpaid positions; and
- anyone who is involved in developing your organization's policies, including managers, senior leaders, directors and owners.

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Troy maintains records of the training provided to its employees and volunteers, including training dates, and the number of persons trained.

Troy requires all subcontractors to meet their obligations under the AODA. Training record for subcontractor employees are to be provided upon request.

Section 3: Actions Planned to 2025

Troy is planning on taking the following steps to help meet the goal of being an organization that is fully accessible to persons with disabilities. Troy makes the following commitments on promoting the human rights of persons with disabilities.

	Timeline:
Troy will continue to update its policies and procedures on disability and on the duty to accommodate to promote and advance the understanding of human rights	Ongoing
Troy will take steps to ensure that its workplaces are accessible to persons with disabilities (for customers, visitors and employees). I.e. Wheelchair accessible etc.	Ongoing

Customer Service

Troy is committed to providing customer service in a way that best respects the dignity and independence of persons with disabilities. Troy will continue to adhere to its policies and procedures on providing goods and services to people with disabilities.

	Timeline:
Continue to provide new staff with accessible customer service training (AODA) as part of our on-boarding	Ongoing
Refresh training is available for all existing employees	Ongoing
Staff will continue to communicate with people who have disabilities in a way that takes their disability into account	Ongoing
Review and update policies and procedures regularly to ensure high quality, accessible customer service	Annually
Troy will include feedback opportunities at the end of education and training sessions to understand how well the needs of participants are being met and will consider opportunities for improvement	Ongoing
All Troy hosted events are to take place at accessible locations; coordinated to make sure each proposed event space is fully accessible	Ongoing
As required, a customer web-based feedback process is available to help Troy better understand how well customer expectations are being met. Customers can also provide feedback via telephone, mail, email or fax	Ongoing

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Information and Communications

	Timeline:
Troy is committed to making sure its information and communications systems and products are accessible for persons with disabilities	Ongoing
All online training modules are available in other formats if required	Ongoing beginning 2015
Troy Website – Troy will continue to review website accessibility with external vendor and persons with disabilities to maintain the highest level of accessibility for users with disabilities.	Underway & Ongoing
Troy will continue to work that our website is compliant with WCAG 2.0 Level AA	Underway & Ongoing

Employment

	Timeline:
Troy will take all steps to ensure that employees are offered appropriate accommodations throughout their careers in a way that best respects their dignity and supports their full inclusion and advancement. Troy is committed to providing accommodations to employees with disabilities in a way that allows them to take part fully and meaningfully in Troy's work.	Ongoing
Troy also believes that inclusive design and integration are preferable to individual accommodations, where possible.	Ongoing
Troy's New Hire Orientation Package is available bilingually (English & French)	2022

Accessibility Training

Troy will continue to provide training on disability and the duty to accommodate to all staff.

	Timeline:
Troy will provide ongoing training to all staff on AODA and human rights with disabilities. Troy will continue to develop, review and update its training plan to ensure that all staff receives ongoing training on accessibility and the duty to accommodate for disability.	Ongoing
A record of training (including date completed) will be maintained	Ongoing

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The Built Environment (Design of Public Space)

Troy will meet the Accessibility Standards for The Built Environment (Design of Public Space) when building, leasing and/or renting new structures or during major renovations to public spaces. Public spaces include:

	Timeline:
Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas	Ongoing
Accessible off street parking	Ongoing

Feedback

Troy has created and maintains a feedback process allowing members of the public to comment on the provision of goods or services to people with disabilities. The feedback process allows for comments to be directed to Troy by the following methods.

E-mail: hr@troylfs.com
Mail (addressed to): Human Resources
Troy Life & Fire Safety Ltd. 1042
2nd Avenue East Owen Sound,
Ontario Canada N4K 2H7

Telephone: 519 371 4747 ext. 2133
Fax: 519 371 6988
In Person: Troy Life & Fire Safety Ltd., 1042 2nd Avenue East, Owen Sound, ON N4K 2H7

The AODA committee will review the customer feedback, investigate the situation, try to resolve and provide a response within 14 business days or receiving the information.

Conclusion

Troy will report as required under the legislation about our progress on these commitments to identify and remove barriers for persons with disabilities and the steps we have taken to comply with the requirements of IASR.