



# Glasvan Trailers Inc. Accessibility Policies and Multi-Year Accessibility Plan 2023 - 2028

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## AODA Multi-Year Accessibility Plan

Glasvan Trailers Inc. is committed to helping our employees, customers, and visitors when accessing our facility, goods, and services. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) provide standards and opportunities to identify, prevent, and remove accessibility barriers. The requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) are not a replacement or substitution for the requirement of the Human Rights Code (Ontario).

Under the AODA and the IASR, Glasvan Trailers Inc. has established a Multi-Year Plan, 2023 to 2028 that provides a road map to establish, develop and implement policies and actions steps for our path to increased accessibilities as a company and in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#)

- A. General Requirements – Part 1
  - i. Accessible Policy
  - ii. Multi-Year Plan
  - iii. Training
  - iv. Accessible Emergency Information
- B. Customer Service Standard
- C. Information and Communications Standards – Part 2
- D. Employment – Part 3
- E. Design of Public Spaces

## Statement of Commitment

Glasvan Trailers Inc. is committed to respecting and treating all people in a way that respects and maintains their dignity. We will continually commit to meeting the accessibility needs of a person in a timely manner that respects their independence. We believe in integration and the rights of equal opportunity, every effort to prevent barriers to accessibility will be taken into consideration to uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*

We are committed to upholding, developing, implementing and maintaining policies established under a documented Multi-Year Plan, reviewed and updated to coincide with strategic planning once every five (5) years at a minimum.

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# Standards of Accessibility under AODA

## Part 1: A. General Requirements

### 1. Accessible Policies, Multi-Year Plan Past Accomplishments

Glasvan Trailers Inc. has developed, implemented, and maintained a multi-year plan that outlines a strategy to prevent and remove barriers. The company developed accessibility policies that included; Customer Service Standard, Information and Communication, Employment, and an AODA Statement of Commitment to Accessibility.

#### 2014 - 2017 Requirements

- Printed policies for Health and Safety Policy Binder.
- Reviewed policies and procedures to ensure ongoing compliance.

#### 2018 – 2023 Requirements

- Implement policy and procedures and update as required.
- Reviewed policies and procedures

#### 2023 – 2028 Initiatives

- Review and update our Accessibility Policy on an ongoing basis and at a minimum, every five (5) years.
- Continue to monitor and update policies and procedures in accordance to legislative policies.

### 2. *Establishment of a Multi-Year Accessibility Plan*

#### 2014

- Established a Multi-Year Plan
- Post this plan on our company's website
- Review and update this plan at least once every five (5) years

#### **Multi-Year Plan**

Completion Date: November 7, 2014

Communication Date: November 2014

Revision Date: April 14, 2021

Review Date: September 18, 2023

Status: Ongoing

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### 3. Training

Glasvan Trailers Inc. will continue to provide training to team members 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 is best suited for the individual.

*The following measures have been implemented by Glasvan Trailers Inc.*

- Determine training requirements of the IASR and the Ontario Human Rights Code for team members developing organizational policies.
- Provide training to team members applicable with Ontario Human Rights Code as it pertains to persons with disabilities.
- Training will be incorporated into new employee orientation upon hire within a practical timeframe.
- Keep and maintain records of training names and dates of completion.

#### **Training**

Required Legislative Compliance Date: January 1, 2015

Completion Date: January 1, 2015

Revision Date: April 14, 2021

Review Date: September 18, 2023

Training Status: Completed and Ongoing

### 4. Accessible Emergency Information

Glasvan Trailers Inc. is committed to providing its customers, visitors and contractors with available emergency information in an accessible way upon request.

Glasvan Trailers Inc. has provided and will continue to provide an employee that has a disability and there is a need for accommodation, individualized emergency response will be provided to the employee as soon as practical.

With consent, the employee who receives the Individualized accessible emergency response plan, the plan will be given to the designated employee for assistant measures.

*The following measures have been implemented by Glasvan Trailers Inc.*

- AODA Emergency Response Plan
- Individualized emergency accommodation Form

#### **Emergency Response Plan**

Required Legislative Compliance Date: January 1, 2012

Completion Date: January 1, 2012

Communication Date: January 17, 2013

Revision Date: April 14, 2021

Review Date: September 18, 2023

Status: Completed and Ongoing

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## A. Customer Service Standard

Glasvan Trailers Inc. provide reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services to be provided in a manner that respects the dignity and independence of others.
- Person's with a disability may use assistive devices and/or support persons and or service animals in the access of goods or services.
- All communications will be respectful and in a manner that respects the person's disability.

*The following measures have been implemented by Glasvan Trailers Inc.*

- Notice of Disruptions have been communicated through signage postings.
- Online training has been conducted;
  - Business etiquette
  - Communication
  - Customer service
  - Diversity and inclusion
- Customer Feedback Process can be access directly through our company website and or request a form at any location on site.

### **Customer Service Standard**

Required Legislative Compliance Date: January 1, 2012

Completion Date: January 1, 2012

Communication Date: January 3, 2012

Revision Date: April 14, 2021

Review Date: September 18, 2023

Status: Completed and Ongoing

## B. Information and Communications

We are committed to providing, creating and meeting the communication needs of people with disabilities.

### **1. Feedback Process**

Glasvan Trailers Inc. ensures a process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports upon request. This process has been established and integrated throughout the company's communication methods by January 1, 2016.

### **2. Accessible Formats and Communication Supports**

We will strive to provide accessible formats and communication supports for persons with disabilities in a timely manner. The company will consult with the person requesting the supports determine suitability of accessible format or communication support. The company may request costs that are no more the regular cost, if applicable.

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### 3. Accessible Websites and Web Content

Glasvan Trailers Inc. will consider conforming to the Worldwide Web Consortium's Web Content Accessibility Guidelines, WCAG 2.0, Level A, WCAG 2.0, Level AA standards for our intranet site. This will improve inclusion and provide adaptive technologies for better access to information. The company is currently using a third party for website design and content.

#### Information and Communications

Feedback Compliance Date: January 1, 2015

Accessible Formats & Communication Supports Compliance Date: January 1, 2016

Accessible Websites and Web Content Dates: Year 2014 and 2021

Status: Ongoing

## C. Employment

Glasvan Trailers Inc. is committed to fair and accessible employment practices within our organization;

### 1. Emergency Response Plans

The company has a policy to establish an individual emergency response plan for employees with a disability. An alternative emergency preparedness plan will be completed and updated as required.

### 2. Recruitment

- We will notify job applicants that accommodations are available in relation to recruitment, hiring and when inviting an applicant for an interview or assessment, upon request.
- Successful applicants upon job offer will receive policies for accommodating employees with disabilities.

### 3. Employee Supports

- Glasvan Trailers Inc. will inform employees of its policies relating to accessibility during orientation and throughout employment as need be.
- We will provide or arrange to accommodate the request of an individual plan required to perform his/her job, and access information that is generally available to employees in the workplace.
- The company will do its best to develop a written individual accommodation plan for employees with a disability.

### 4. IAP Individualized Accommodation Plan and Return to Work

We will develop an individual accommodation for those employees returning from a disability related leave. Accommodation plans and the company's return to work policies will facilitate the process.

### 5. Performance Management, Career Development and Advancement / Redeployment

We will consider accessibility needs of employees with disabilities and individual accommodation plans during performance management, career development and redeployment processes.

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**Employment**

Required Legislative Compliance Date: January 1, 2016  
Completion Date: January 1, 2016  
Revision Date: April 14, 2021  
Review Date: September 18, 2023

Status: Completed and Ongoing

## D. Design of Public Spaces

Glasvan Trailers Inc. will meet the Accessibility Standard for the Design of Public Spaces when building or making major modification to public spaces. Public spaces include:

### Exterior Paths of Travel

We will follow the existing requirements stated under the Design of Public Spaces and the Standards (Accessibility Standards for the Built Environment).

### Parking

Any new or redesigned parking spaces will comply with the requirements set by provincial legislation relating to accessibility.

We have procedures in place to prevent service disruptions. In the event of a service disruption, we will notify the public of the service disruption and alternative options through posting on either company website, premise notifications and or both formats.

**Customer Service Standard**

Required Legislative Compliance Date: January 1, 2012  
Completion Date: January 1, 2012  
Revision Date: April 14, 2021  
Review Date: September 18, 2023

Status: Ongoing

## For More Information

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