	AODA INTEGRATED STANDARD POLICY		
	Doc. No: Q3 6117	Released: April, 2021 Rev: 000	Revision Date: N/A – Previously included in Handbook
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AODA INTEGRATED STANDARD POLICY

SCOPE

Applies to all full-time, part-time and casual (includes co-op students, contracts) Team Members.

INTEGRATED STANDARD POLICY

Bend All Automotive Inc. (BAA) is committed to ensuring that all full cycle employment practices are accessible to all people with disabilities.

COMMUNICATION STANDARD

We will communicate in a timely manner with people with disabilities in ways that take into account their disability and input about communication preferences. Bend All will consult with the person making the request in order to determine the suitability of an accessible format or communication support. We will notify the public that accessible formats are available upon request.


EMPLOYMENT STANDARD

Recruitment

Throughout the recruitment cycle, accommodations will be made available to applicants with disabilities upon request. Bend All will consult with the applicant to provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs. Job postings will indicate that accommodations are available upon request. Job offers will also reference accommodations being available for people with disabilities where needed.

Performance Management & Career Development

Bend All will do all we can to ensure that career development and performance management takes into account the team member's disability. We will take into consideration the team member's request for accommodation, and their needs or preferences as they pertain to their disability; this will be achieved through providing feedback, coaching, communication, and documentation in formats that are appropriate and accessible.

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Return-to-Work and Individualized Emergency Responses Plans

Bend All strives to make the return to work process as accessible as possible. Accommodations will be made through an Individual Accommodation Plan that aims to bring team members who are off due to disability, illness, or injury back to work safely in a way that promotes health, safety, recovery, and prevention of further illness or injury. The process for creating Individual Accommodation Plans will be assessed on an individual basis, and created in conjunction with the team member requesting the accommodation, HR, management, and Health and Safety. Bend All reserves the right to request an evaluation by a company-appointed medical professional to facilitate the best accommodation appropriate to the situation.

The plan will:

- Be reviewed when necessary and as indicated on the plan;
- Updated as required and in the manner indicated on the plan;
- Provided in accessible formats, as per request from the team member;
- Take into account the disability-related needs and input of the team member through their participation and submitted documentation;
- Be kept confidential and private except in instances required to carry out the accommodation; and,
- Provide reasons for which the accommodation was denied.


Team Members with disability-related needs will also be offered an Individualized Emergency Response Plan if they indicate a need for one, or their health care provider indicates a potential need when submitting a *Bend All Functional Abilities Form*. The plan will be changed as needed or as per review, such as in instances where the team member’s work location changes or accommodations, limitations, or restrictions change.

TRAINING

Bend All will provide training to all Team Members, both salary and hourly, at all levels. All full-time Team Members, as well as co-op, HR team members, and contract members, will receive training during new hire orientation training.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, any related Human Rights Code standards, and the requirements of the customer service standard

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- Bend All’s plan related to the customer service standard
- Bend All’s AODA policies, including the Integrated Standard Policy which outlines the standards of employment, information and communication, transportation, and design of public spaces
- Understanding the Ontario Human Rights Code and how it relates to people with 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
- Inform customers and team members when accessible services are temporarily unavailable due to repair or maintenance. Notices of service disruptions will be placed in visible and accessible locations.
- What to do if a person with a disability is having difficulty in accessing Bend All’s services, facilities, and/or goods.

Team Members will also be trained when changes are made to Bend All’s accessible customer service plan.

Records of this training will be kept on the HRIS and in the team member’s electronic file. This record will include the date when training was delivered and, if delivered in a group setting, will include the group training sign off.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Bend All provides goods to people with disabilities should contact Human Resources, or use the feedback email provided on our publically available website.

All feedback will be responded to in writing in the amount of time deemed suitable based on the specific concern. BAA will take action as appropriate to resolve and/or address the complaint, and will do so in the most appropriate manner to the situation (phone, email, in-person.)

MODIFICATIONS TO THIS OF OTHER POLICIES

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

Revision History

Rev Level	Change Description	PCN	Date
000	Creation of document	12341	April 15, 2021



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