	MULTI-YEAR ACCESSIBILITY PLAN		
	Doc. No: Q3 6118	Released: April, 2021 Rev: 000	Revision Date: N/A – Previously included in Handbook
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MULTI-YEAR ACCESSIBILITY PLAN

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) develops, implements and enforces accessibility standards so that persons with disabilities may access goods, services, facilities, accommodation and employment. Under the AODA, Ontario Regulation 191/11, “Integrated Accessibility Standards (IASR),” came into force on July 1, 2011. The Regulation establishes accessibility standards for information and communication, employment and transportation.

This accessibility plan outlines the policies and actions that Bend All Automotive will put in place to comply with the AODA and improve opportunities for people with disabilities by 2025. This plan will be reviewed every five years in accordance with the IASR. Amendments, improvements, and changes to our AODA policies and procedures will be guided by dignity, independence, integration, inclusivity, diversity, and equal opportunity, and will always aim to identify, remove, and prevent barriers for people with disabilities.


STATEMENT OF COMMITMENT

Bend All 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 requirements under the AODA.

PAST ACHIEVEMENTS – ACCESSIBILITY INITIATIVES

- Inclusion of physician recommendation for illness, injury, and disability-related individualized emergency response needs on the Non-Occupational Functional Abilities Form.
- Creation of feedback email publically available on Bend All website.
- I.T. department audited website for WCAG 2.0 AA gaps, and responded by making improvements to accessibility, such as font size and alt-text.
- Policies reviewed and updated for compliance, to promote inclusion, diversity, integration, independence, and to encourage equal opportunity.
- Declaration of commitment to accessibility and accommodation during recruitment and hiring process made publically available on job postings and website.
- First aid alarms installed with visible and audible components.

CUSTOMER SERVICE

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Bend All has remained in compliance with our Customer Service Standard, and continues to make amendments as needed to reduce barriers and obstacles for those with disabilities and/or requiring accommodation. We will continue to be open to feedback from customers, visitors, the public, and our team members to continuously improve and make customer service accessible. Feedback mechanisms and our commitment to improvement have been made available to the public via the BAA website.

STRATEGIES AND ACTIONS

ACCESSIBILITY STANDARDS POLICY

Bend All is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. Bend All has drafted a policy that will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same services in the same place and in a similar manner as other customers.

Future Initiatives:

- Installations of self-serve visitor kiosks with visual and audio functionality for D/deaf, hard-of-hearing, and persons with vision or low-vision impairments.
Target Completion Date: June 30th, 2024


ACCESSIBLE EMERGENCY INFORMATION

Emergency procedures, plans and public safety information that are prepared by Bend All will be made available in an accessible format as soon as practicable upon request. We will continue to provide employees with disabilities with individualized emergency response plans when necessary.

Completion Date: January 1, 2012

TRAINING

Bend All is committed to implementing a process to ensure that all employees, volunteers, third-party contractors who provide goods, services and facilities on Bend All's behalf, and any other persons participating in the development and approval of Bend All policies, are provided with appropriate training on the requirements of the AODA and on the Ontario Human Rights Code as it pertains to persons with disabilities and are provided with training as soon as practicable. Bend All will also maintain a

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record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.

Completion Date: January 1, 2015

INFORMATION AND COMMUNICATIONS STANDARDS

Bend All is committed to making company information and communications accessible to persons with disabilities upon request. Bend All will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats for people with disabilities. Bend All will ensure the existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats upon request.

Bend All has ensured that all new public website and intranet content meet AODA Information and Communication Standards, and that we are compliant with international accessibility guidelines.

Completion Dates: January 1, 2014 for Communication Standard and WCAG 2.0 Level A; and January 1, 2021 for WCAG 2.0 Level AA

Future Initiatives:


- Addition of audio formats for publically posted policies on website. *Target Date: June 30, 2022*

EMPLOYMENT

Bend All is committed to fair and accessible employment practices that attract and retain employees with disabilities. Bend All will notify candidates that accommodation is available throughout all stages of the recruitment process. All current employees and new hires will be informed of Bend All policies regarding accommodation for employees with disabilities. Bend All provides individualized return to work plans for all employees that have been absent from work due to a disability. Plans will be provided to employees in a format that takes into account the employees accessibility needs. Bend All will ensure to take the accessibility needs of employees with disabilities into account when assessing their performance, managing career development and advancement and during redeployment.

Completion Date: January 1, 2016

DESIGN OF PUBLIC SPACES

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Bend All will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. We will ensure any disruptions to accessibility will be posted.

Should our current facilities require modifications for accommodation and accessibility purposes, the Human Resources Manager, Maintenance Manager, and the General Manager will assess the need for construction, additions, and other retrofitting as per the requirements of the individual accommodation.

Future Initiatives:

- Ground-level meeting spaces available for visitors, customers, and team members in all buildings. *Target Completion Date: January 1st, 2023*

Contact Us:

For more information, or to leave feedback about this accessibility plan, or to request standard and accessible formats, please contact the Human Resources department at 519-623-2001 ext. 5 or at feedback@hdt-ca.com

Revision History

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