

Policy and Procedure			
Department:	Human Resources (HR)	PP No.	HR-005
Section:	Accessibility	Replaces:	April 2021
Subject:	<b>Accessibility Policy and Multi Year Plan</b>	Date Issued:	May 2021
Issued by:	Human Resources	Owner Alert:	
Distribution:	HR	Distribution Alert:	
Approved by:	CEO	Page:	1 of 5

**Note: This policy is available in a large font format.**

**PURPOSE**

The multiyear accessibility plan outlines the policies and actions that Stephenson’s Rental Services Inc. will put in place to improve opportunities for people with disabilities as customers and as employees.

**POLICY**

**Definitions**

Persons with Disabilities – Any person that has a disability as defined under the Alberta Human Rights Act, or Ontario Human Rights Code (e.g. Person with a Visual Impairment, Person with a Hearing Impairment, etc.).

**Statement of Commitment**

Stephenson’s Rental Services Inc is committed to treating all people in a way that allows them to maintain their dignity, respect 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 and meeting accessibility requirements under the Alberta Human Rights Act and Accessibility for Ontarians with Disabilities Act (AODA).

## Accessible Emergency Information

Stephenson's Rental Services Inc is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disability with individualized emergency response information when necessary.

Steps:

- January 1, 2014 – Post publicly available emergency information in all of our locations – **Complete**
- January 1, 2015 – When asked, provide tailored emergency response information for Stephenson's employees with disabilities - **Complete**

## Training

Staff will be required to attend and complete all company provided Customer Service Accessibility Training. The training provided will include best practices for interactions with customers with a disability.

Staff will be trained on Accessible Customer Service within 3 months after being hired.

Training will include:

- An overview of requirements of the customer service standard as outlined in the Alberta Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005.
- Stephenson's Accessible Customer Service and Accessible Employment Policy
- 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 equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include using alternate forms of communications (i.e. writing or typing information for those with hearing loss, providing information in larger font or having staff communicate information verbally to those with vision impairment, etc.) or having the direct support by our staff in carrying or lifting equipment being rented or purchased by our customers.
- What to do if a person with a disability is having difficulty in accessing Stephenson's goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

Steps:

- January 1, 2014 – Train all employees on accessibility policies and requirements– **Complete**
- January 1, 2015 and ongoing – Training of all new employees and ongoing review of training needs to support multiyear plan - **Ongoing**

## Kiosks

Stephenson's Rental Services does not currently operate or have plans to implement self-serve Kiosks. In the event that we decide to do this we will update our policies and take steps necessary to ensure that we consider the needs of people with disabilities when designing, procuring or acquiring self-serve kiosks.

## Information and Communication

Stephenson's Rental Services is committed to meeting the communication needs of people with disabilities.

Steps:

- January 1, 2014 – We will ensure that all new websites and content on those new sites conform with WCAG 2.0, Level A – **Complete.**
- January 1, 2015 – We will ensure that existing feedback process are accessible to people with disabilities upon request - **Complete**
- July 1, 2015 – We will ensure our website is WCAG 2.0, Level A compliant – **Complete**
- January 1, 2016 – We will ensure that all publicly available information is made accessible upon request – **Complete.**
- January 1, 2016 – We will have developed a 5 year plan and costing to ensure that all websites and content conform with WCAG 2.0, Level AA - **Complete**
- January 1, 2021 – We will ensure that all websites and content conform with WCAG 2.0, Level AA. – **Complete.**

## Employment

Stephenson's Rental Services is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Stephenson's will accommodate people with disabilities during the recruitment and assessment process and when people are hired:

- January 1, 2015 – Assess current recruiting process and start to build alternate process to accommodate people with disabilities. This could include verbal application process, written and distant interview process, etc. – **Complete**
- January 1, 2016 – Implement updated recruiting tools including application forms, job postings, job descriptions, etc. to include statement that we will accommodate people with disabilities during the recruitment process. - **Complete**

Stephensons will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- January 1, 2015 – Update return to work policies to ensure that we have individual accommodation plans that accommodate those that have been absent due to disability - **Complete**

We will take the following steps to ensure the accessibility needs of employees with disability needs are taken into account if Stephensons is using performance management, career development and redeployment process:

- January 1, 2015 – Assess current performance management process and build processes to accommodate those with disabilities. This could include verbal reviews, providing extra time for those with learning disabilities. Etc. – **Complete**
- January 1, 2016 – Introduce new performance management process. - **Complete**

Stephensons will take the following steps to prevent and remove other accessibility barriers identified:

- January 1, 2016 – Complete an assessment of barriers identified by our employees and continue to address those barriers in our workplace. - **Complete**

## Design of Public Spaces

Stephenson's Rental Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. For our business this includes:

- Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps.
- Accessible off street parking
- Service-related elements like services counters

Steps:

- January 1, 2018 – Ensure that all building renovations have the appropriate building permits and any renovations, modifications or new builds within our store network are compliant to legislation. - **Complete**

## For more information

For more information on this accessibility plan, please contact Owen Mason, Vice-President of Human Resources at:

Phone: 905-507-3650 #208

Email: [omason@stephensons.ca](mailto:omason@stephensons.ca)

**APPLICATION: All Senior Managers**

**INTERPRETATION: Human Resources**

**EXCEPTIONS: None**