

Chemong Home Hardware Building Centre - Accessibility Policy

Introduction

Chemong Home Hardware Building Centre strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility policy outlines the steps Chemong Home Hardware Building Centre is taking to meet those requirements and to improve opportunities for people with disabilities.

Our policy shows how Chemong Home Hardware Building Centre will play its role in making Ontario an accessible province for all Ontarians.

Commitment

Chemong Home Hardware Building Centre is committed to treating all persons 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 persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements where possible under the Accessibility for Ontarians with Disabilities Act.

Customer Service

Chemong Home Hardware Building Centre is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Information and Communications

Chemong Home Hardware Building Centre is committed to making our information and communications accessible to people with disabilities.

Feedback

Chemong Home Hardware Building Centre will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Chemong Home Hardware Building Centre will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Chemong Home Hardware Building Centre will consult with the person making the request in determining the suitability of an accessible format or communication support.

Chemong Home Hardware Building Centre will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Chemong Home Hardware Building Centre will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Employment

Chemong Home Hardware Building Centre is committed to fair and accessible employment practices.

Recruitment

Chemong Home Hardware Building Centre will notify its Staff Members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Chemong Home Hardware Building Centre will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request throughout the Recruitment Process.

If a selected applicant requests an accommodation, Chemong Home Hardware Building Centre will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notice to Successful Applicants

When making offers of employment, Chemong Home Hardware Building Centre will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Staff Members of Supports

Chemong Home Hardware Building Centre will continue to inform its Staff Members of its policies (and any updates to those policies) used to support Staff Members with disabilities,

including policies on the provision of job accommodations that take into account a Staff Member's accessibility needs due to disability. This information will be provided to new Staff Members as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of a Staff Member with a disability, Chemong Home Hardware Building Centre will consult with the Staff Member to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other Staff Members.

Workplace Emergency Response Information

Chemong Home Hardware Building Centre will provide individualized workplace emergency response information to Staff Members who have a disability, if the disability is such that the individualized information is necessary, and if Chemong Home Hardware Building Centre is aware of the need for accommodation due to the Staff Members' disability. Chemong Home Hardware Building Centre will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Staff Member requires assistance, Chemong Home Hardware Building Centre will, with the consent of the Staff Member, provide the workplace emergency response information to the person(s) designated by Chemong Home Hardware Building Centre to provide assistance to the Staff Member.

Chemong Home Hardware Building Centre will review the individualized workplace emergency response information when the Staff Member moves to a different location in the organization, when the Staff Member's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Chemong Home Hardware Building Centre will maintain a written process for the development of documented individual accommodation plans for Staff Member's with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Chemong Home Hardware Building Centre maintains a documented return to work process for its Staff Members who have been absent from work due to a disability and who require accommodations in order to return to work.

The return to work process outlines the steps Chemong Home Hardware Building Centre will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute.

Performance Management, Career Development and Advancement & Redeployment

Chemong Home Hardware Building Centre will take into account the accessibility needs of Staff Members with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to Staff Members, or when redeploying Staff Members.

Training

Chemong Home Hardware Building Centre is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Chemong Home Hardware Building Centre will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and will provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing Chemong Home Hardware Building Centre's policies; and,
- all other persons who provide goods, services or facilities on behalf of Chemong Home Hardware Building Centre.

The training will be appropriate to the duties of the employees, volunteers and other persons. Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable. Chemong Home Hardware Building Centre will keep a record of the training it provides.

Design of Public Spaces

Chemong Home Hardware Building Centre will meet accessibility laws when building or making major changes to public spaces.

Chemong Home Hardware Building Centre will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. For more information, or to request this policy in an alternate format please contact us at (705) 748-9111 or hello@chemonghbc.com.