

# AODA MULTI-YEAR ACCESSIBILITY PLAN

## BROOKLIN CONCRETE PRODUCTS CORP.

(Last updated – September 2023)

### 1. Introduction

Brooklin Concrete Products Corp. is committed to working towards full compliance with all standards under the Accessibility for Ontarians and Disabilities Act, 2005 (“AODA”) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity, culture, and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Brooklin Concrete has put in place to improve opportunities for people with disabilities. The current plan covers a five-year period (2023-2028).

### 2. About Brooklin Concrete Products Corp.

Brooklin Concrete Products has been creating quality, built to last, products since 1952. After three quarters of a century the best in the business continue to entrust our dedicated and knowledgeable team. As one of Canada’s largest precast concrete manufacturers, we provide clients with patio slabs, roof terrace pavers, commercial retaining wall systems, utility vaults, septic systems, traffic control products and concrete storage buildings. We also provide many other items for everyday use as well as customer solutions for your specialty needs.

### 3. Statement of Commitment

Brooklin Concrete Products Corp. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity, culture, and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

To help maintain our commitment we have our Accessible Customer Service Policies and Procedures along with our Equal Opportunity, Disability and Accommodation Policies.

### 4. Customer Service Accessibility Standard & Policies

The Customer Service Standard was first implemented at Brooklin Concrete by Armtec in 2011. In 2017 when Brooklin Concrete Products Corp. was set up all policies were reviewed and updated as necessary.

Brooklin Concrete’s Customer Service Accessibility policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act,

2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. The policy is updated, and training provided as required.

### **The following measure have been implemented by Brooklin Concrete**

All goods and services provided by Brooklin Concrete shall follow the principles of dignity, independence, integration, and equal opportunity.

#### **Providing goods and services to people with disabilities**

Brooklin Concrete is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **Communication**

We will communicate with people with disabilities in ways that consider their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

##### **Telephone services**

We are committed to providing a fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by other means of communication that may apply, e.g., email, facsimile, if telephone communication is not suitable for their communication needs or is not available.

##### **Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

##### **Billing**

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email, etc.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

##### **Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Brooklin Concrete's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

#### **Other measures that Brooklin Concrete has implemented include:**

- A member of management reviews all policies and procedures annually.
- Our Accessibility Information is published on our website.
- Notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities will be given. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- Notice of any temporary disruption of service will be placed at all public entrances and service counters on our premises. Annual statutory holiday schedules will also be posted for our employees on our information website and on our website.
- Brooklin Concrete provides training to all employees, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.
- Comments and feedback regarding our customer service are welcome. We provide various processes to provide that feedback including customer surveys and feedback forms, contact through our website and email and in addition to our internal contacts we have a Whistle Blower plan that provides a confidential method of providing feedback. Information on this plan has been provided through our company ADP system, training, and posters.
- All requests for accommodation and accessibility needed by the public are handled by our Sr. Sales team and all requests for accommodation from our employees are handled through Human Resources with assistance from our Health and Safety Manager.

## **5. Integrated Accessibility Standard Regulation**

### **a) Accessible Emergency Information**

In accordance with section 13 of the Ontario Regulation 191/11, Brooklin Concrete has developed emergency and safety procedures to follow in a given emergency situation (fire, bomb threat, earthquake, lockdown etc.) These procedures will be posted on Brooklin Concrete's website that complies with Level AA of the Worldwide Consortium's Web Content Accessibility Guidelines. For further information regarding Brooklin Concrete's emergency procedures and policies please email us at [hr@brooklin.com](mailto:hr@brooklin.com).

Brooklin Concrete recommends that all persons with disabilities or special needs become familiar with the emergency procedures and policies that our posted on our website if you intend to visit one of our sites.

During the onboarding process all new hires are informed of the availability of individual emergency response plans that would consider their disability. Information on how to obtain individual emergency response plans is in our Accommodation policy found on our internal company information site or through our Human Resource and Health and Safety offices.

Brooklin Concrete will continue to provide employees with disabilities with individualized emergency response information when necessary and as soon as possible. If an employee who receives individualized workplace emergency response information requires assistance, with that employee's consent this information would be shared with the designated employee providing the assistance.

All issues of accessibility and individualized accessible emergency response plans will be documented and all changes/updated are to be documented.

## **b) Training**

All employees and those providing services for Brooklin Concrete will be trained on Ontario's Accessibility laws upon hiring. This training will be given in a format that the individual is able to access and considers any disabilities upon request. This training will be recorded that it was completed and will be updated as needed.

## **c) Information and Communication**

Brooklin Concrete is committed to meeting the communication needs of people with disabilities. We will consult with each individual requiring accommodation to find the best methods for their communication and information needs. We have established processes to help that include a feedback process to provide information in alternate formats such as telephone, mail, email, and in-person. Our website is also designed to be more user friendly for those with a range of needs. Training has been provided to our staff.

### **Website Information**

In accordance with the IASR, Brooklin Concrete will convert existing emergency and public safety information into a format that will allow it to be made available in accessible formats on request and in a timely manner.

Brooklin Concrete has complied with the IASR requirements and made its website and content compliant to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Brooklin Concrete also does the following:

- Continues to assess accessibility of existing website organization and content.
- Consults with persons requesting alternative formats.
- Posts a notice that information is available in a variety of formats.
- Utilize external sources to help accommodate formatting alternatives that are not feasible to do in house.

## **d) Employment Standards**

Brooklin Concrete is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that when requested, Brooklin Concrete will accommodate people with disabilities wherever possible throughout all phases of the employment relationship.

### **i) Recruitment**

Brooklin Concrete is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and managers who are involved in hiring are aware and trained in our policies on accommodation, Equal Opportunity, and Human Rights. We also take the following steps:

- We ensure our recruitment material includes information about Brooklin Concrete being an Equal Opportunity employer and does not make hiring decisions based on protected groups or disabilities.
- When making offers, employees are made aware of our policies to accommodate whenever possible.
- We will provide employees with information on accommodation whenever they occur.
- We will consult with employees to determine a suitable format of support.

## ii) Documented Individual Accommodation Plans

Brooklin Concrete is committed to providing documented individual accommodation plans when required. They would include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be provided and how.
- Ensuring that privacy is maintained for the individual with the disability.
- Proving regular reviews, updates, and communication with the employee during the process.
- Providing the Individuals accommodation plan in a format that considers the needs of the employee.
- If required, provide an individual workplace emergency response plan.

## iii) Return to Work

Brooklin Concrete is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or injury. Such steps have been set up in our Disabilities and Return to Work Policy. Copies of which are available on our employee internal website for information or through our Human Resource Office.

## iv) Performance Management, Career Development and Redeployment

Brooklin Concrete is committed to ensuring the accessibility needs of employees with disability needs. These are taken into consideration with regards to performance management and career development. We will review the following and update all relevant accommodation policies to include the following:

- Policies that support addressing the accessibility needs of employees with disabilities, as well as considering individual accommodation plans when using performance management processes and when providing career development and advancement opportunities.

## 6. Accessibility Review

Brooklin Concrete discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and in policy reviews conducted by the senior management team all in partnership with our Human Resources department.

### Contact Details

For more information on this accessibility plan, please contact:

Human Resources

[hr@brooklin.com](mailto:hr@brooklin.com)

705-324-8265 ex 108