

## **COMMISSIONAIRES – KINGSTON & REGION**

### **MULTI-YEAR ACCESSIBILITY PLAN**

#### **OUR STATEMENT OF COMMITMENT**

The Canadian Corps of Commissionaires – Kingston & Region Division strives to provide its services and employment that respects the dignity and independence of those with disabilities, by removing and preventing barriers to ensure a work environment that is accessible by all including; the public, employees and our clients. Our organization's policies and procedures and practices will be available and provided to any person upon request in whatever format is required.

#### **Customer Service Standard**

The Canadian Corps of Commissionaires – Kingston & Region Division will implement the Customer Service Standards to comply with the Accessibility for Ontarians with Disabilities Act, 2005, and will include the following:

- We are committed to serving all employees, clients and public, including those with disabilities. We will consult with persons with disabilities to determine their needs.
- Notify the public, or any person living with a disability, regarding any temporary planned or unexpected service disruptions
- We will make every reasonable effort to ensure that policies, practices, and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.
- We will ensure that all customers receive the same value and quality of service
- We will provide the opportunity for persons with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- We will use alternative, assistive methods and allow service animals, where possible, to ensure that persons with disabilities have access to the same services, in the same place and in a similar manner.
- We will provide training to everyone who interacts with the public and clients on Commissionaires behalf regarding policies, procedures and practices.

- We will establish a process and provide a survey, in document or online format, where people upon request may provide feedback on how the Canadian Corps of Commissionaires – Kingston & Region Division provides goods and services to those persons living with disabilities and establish a reasonable response time in which to address concerns.

## **Training Standard**

Commissionaires is committed to providing AODA training to all employees, to ensure their responsibilities and roles regarding Ontario's accessibility laws and Human Rights legislation as it pertains to persons with disabilities.

All existing employees, as well as new employees joining Commissionaires – Kingston & Region Division, receive security guard training, offered both in-class or on-line to accommodate individual needs. It is important for everyone to have an understanding of how to communicate with persons with disabilities.

- The training provides a review of the purposes of the Act and the requirements of the Regulation and how to interact and communicate with people living with disabilities.
- Trained staff will be available to assist those persons with disabilities who may have difficulty assessing Commissionaires' goods and services, from assistive devices to paperwork to computer training. People accessing those services may include, but not limited to: employees, private individuals enrolled in security guard training courses, visitors, clients attending Identification Services.
- We will teach employees on how to assist persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- Employees will need to be aware of how to use equipment or devices available on the client's premises or employer's offices that may help with the provision of goods or services to a person with a disability.
- Additional training will be provided as changes occur in policies, practices and procedures
- Maintain a record of the training to ensure all employees remain compliant with legislation.
- Training materials are to be made available in accessible formats to assist those with disabilities.

Any special accommodations required for training will be requested through the Human Resources Department, where an implementation plan can be developed and executed.

## **Information and Communication Standard**

It is important to communicate in a manner that accounts for the person's disability and that reasonable efforts are made to ensure there is an understanding of what is communicated. A consultation process will also assist in determining the needs for a person with disabilities.

We will ensure our Statement of Commitment and Multi-year Accessibility Plan is posted on the website. This communication will also be posted on our intranet site and circulated in our Company newsletter and will ask for feedback from employees as a means of ensuring the message is received by those with disabilities. This will raise awareness so people with disabilities will be aware of the assistance available to them.

The Kingston & Region Division will ensure every effort is made to have alternate formats of communication available, upon request, to those employees who have a need.

The Statement of Commitment and the Multi-Year Accessibility Plan will be added to the Accessibility Policy and will be distributed to employees.

The Multi-year Accessibility Plan is a continually evolving document that will be reviewed and updated at least every five (5) years.

In January 2016, the next phase will include, upon request from persons with disabilities, arrangement for the provision of various communication formats, i.e. web content and hardcopy materials and supports at no cost to the individual, presented in a timely manner.

The public will be notified, as they enter into our premises, via signage, and visit our website, that alternative communication supports and formats are available to them.

## **Assistive Devices and Service Animals**

Staff will be trained on the use of various assistive devices that the employer either has on site or the individuals with disabilities currently use.

## **Employment Standard**

All recruitment processes and material will be reviewed and will include a notification to external and internal job applicants, with disabilities, that accommodation is available through the recruitment process. Internal job postings will include similar information.

If a candidate requests an accommodation due to a disability, a discussion will take place with that individual to determine the extent of the accommodation required. The appropriate parties,

i.e. Site Supervisor, will be made aware of the accommodation that will be required and the action to be taken.

The Kingston & Region Division will review all in-house orientation practices and adjust accordingly to ensure information is provided in the new hire package. Anyone being offered employment will be aware of the policies and the ability to accommodate those with disabilities.

Any changes to the recruitment process will be communicated to all employees, pertaining to the subject of accommodating those with disabilities.

### **Accessible Workplace Emergency Information**

The Canadian Corps of Commissionaires – Kingston & Region Division is committed to providing persons with disabilities emergency response information to assist them and anyone providing assistance to them. The workplace response information will be reviewed at the time the employee changes locations, as well at times when accommodation plans and/or general emergency measures are reviewed. The Employer will make the information available as soon as possible and provide information on possible hazards to ensure their safety. The Employer will ensure the Site Supervisor and District Managers are made aware of the procedure. Materials, including but not limited to Company policies and procedures, Company forms and health and safety information will be accessible in other formats, as required.

### **Feedback**

The Employer encourages feedback from persons with disabilities, clients, employees and the public. Suggestions may be placed into the Suggestion Box located on our Division's website at [www.thecommissionaires.com](http://www.thecommissionaires.com).

October 2015