

AODA Multi-Year Accessibility Plan



This multi-year plan has been reviewed and approved by the VP Human Resources

2020-2025

Head Office

1042 2nd Avenue East, Owen Sound, ON, Canada, N4K 2H7 • T 519 371 4747 • F 519 371 3474

FIRE ALARM • SPRINKLER • MARINE FIRE & SAFETY • FIRE PUMPS • HYDRANT • SPECIAL HAZARDS
STANDPIPE • BACKFLOWS • FIREHOSE • 24 HR. SERVICE • SECURITY • SIGNALING DEVICES • NURSE CALL



MEMBER

MEMBER

www.troylfs.com

AODA MULTI-YEAR ACCESSIBILITY PLAN

Section 1: Statement of Commitment

Troy Life & Fire Safety Ltd. ("Troy") is committed to providing accessible service to persons with disabilities. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity. The provision of goods and services to persons with disabilities will be integrated wherever possible. Persons with disabilities will benefit from the same services and in a similar way as other customers. Troy is committed to complying with the accessibility standards set out in the AODA's Integrated Accessibility Standards Regulation (IASR) and the Accessibility Standards for Customer Service Regulation.

Regulations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) include accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment (Design of Public Space)

The Integrated Accessibility Regulation (IASR) under the AODA was enacted in June 2011. Section 4(1) of the IASR requires Troy to create, maintain and make publicly available a multi-year accessibility plan. The accessibility plan must be created, reviewed and updated in consultation with persons with disabilities. This plan must be reviewed at least once every five (5) years and an annual status report on the progress that Troy has made to implement our accessibility plan and comply with the IASR.

This Plan outlines the steps Troy has taken and plans to take during the next five years (2015-2020):

- To prevent and remove barriers for persons with disabilities
- Meet the standards set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Section 2: Current accessibility policies, practices & service features

Policies and practices are already in place to help Troy comply with the requirements under the AODA, the Accessibility Standards for Customer Service and the IASR: Customer Service, Information and Communications, Employment and Training.

Customer Service

- Internal policies and procedures for providing goods and services to people with disabilities

Information and Communications

- Troy has developed and launched a website that is designed to comply with the AODA Act, 2005. Troy takes steps to make sure that the organization's website and communication products are as accessible as possible – external vendor is selected, in part based on their web based experience designing accessible websites.
- Troy uses a range of communication methods such as email, print, webinars, conferences and social media platforms to communicate with our customers

Employment

- Troy is a scent-sensitive workplace. A scent sensitivity policy exists to accommodate staffs who report various sensitivities to chemicals and/or scents.
- Return to Work – It has been Troy's historical practice to partner with Great West Life in assisting employees with returning to work after an absence due to disability. Great West Life contacts the primary health care provider to determine functional abilities. Working with GWL, our employee and their

AODA MULTI-YEAR ACCESSIBILITY PLAN

manager, Troy develops a return to work plan which may include modified hours, modified duties or modified working conditions

- The new hire orientation for new Troy employees includes information about employees' rights and responsibilities under the MOL and the AODA. Policies that foster a wide range of topics such as the scent-sensitive policy, the AODA policy, Harassment in the Workplace policy, Violence Free Workplace Policy.

Accessibility Training

- All Troy employees have received training on AODA policies and procedures. Employees have successfully completed Troy's internal AODA training: Accessibility for Ontarians with Disabilities Act (AODA, 2005) Customer Service Program Fundamentals and exam Accessibility for Ontarians with Disabilities Act (AODA) 2005 - Customer Service Training Program Workbook (as required by Ontario regulations 429/07)
- Troy maintains records of the training provided, including training dates, and the number of persons trained

Section 3: Actions Planned to 2020

Troy is planning on taking the following steps to help meet the goal of being an organization that is fully accessible to persons with disabilities. Troy makes the following commitments on promoting the human rights of persons with disabilities.

	Timeline:
Troy will update its policies and procedures on disability and on the duty to accommodate to promote and advance the understanding of human rights	2015-2018
Troy will take steps to ensure that its workplaces are accessible to persons with disabilities (for customers, visitors and employees). I.e. Wheelchair accessible etc.	2015-2020

Customer Service

Troy is committed to providing customer service in a way that best respects the dignity and independence of persons with disabilities. Troy will continue to adhere to its policies and procedures on providing goods and services to people with disabilities.

	Timeline:
Continue to provide new staff with accessible customer service training (AODA) as part of our on-boarding	Ongoing
Refresh training is available for all existing employees	2015 & Annually
Staff will continue to communicate with people who have disabilities in a way that takes their disability into account	Ongoing
Review and update policies and procedures regularly to ensure high quality, accessible customer service	Annually
Troy will include feedback opportunities at the end of education and training sessions to understand how well the needs of participants are being met and will consider opportunities for improvement	Ongoing
All Troy hosted events are to take place at accessible locations; coordinated to make sure each proposed	Ongoing

AODA MULTI-YEAR ACCESSIBILITY PLAN

event space is fully accessible	
As required, a customer web-based feedback process is available to help Troy better understand how well customer expectations are being met. Customers can also provide feedback via telephone, mail, email or fax (section 7 of the AODA Accessibility Standards for Customer Service Regulation)	Ongoing

Information and Communications

	Timeline:
Troy is committed to making sure its information and communications systems and products are accessible for persons with disabilities	Ongoing
All online training modules are available in other formats if required	Ongoing beginning 2015
Troy Website – Troy is reviewing its website to identify and address any barriers in the way that the organization makes information available to the public. Troy will continue to review website accessibility with external vendor and persons with disabilities to maintain the highest level of accessibility for users with disabilities.	Underway & Ongoing

Employment

	Timeline:
Troy will take all steps to ensure that employees are offered appropriate accommodations throughout their careers in a way that best respects their dignity and supports their full inclusion and advancement. Troy is committed to providing accommodations to employees with disabilities in a way that allows them to take part fully and meaningfully in Troy's work.	Ongoing
Troy also believes that inclusive design and integration are preferable to individual accommodations, where possible.	Ongoing
Troy's New Hire Orientation Package is available bilingually (English & French)	2014 - 2015

Accessibility Training

Troy will continue to provide training on disability and the duty to accommodate to all staff.

	Timeline:
Troy will provide ongoing training to all staff on AODA and human rights with disabilities. Troy will continue to develop, review and update its training plan to ensure that all staff receives ongoing training on accessibility	2014 – 2020 (Ongoing)

AODA MULTI-YEAR ACCESSIBILITY PLAN

and the duty to accommodate for disability.	
A record of training (including date completed) will be maintained	Ongoing
A plan for refresh training on a periodic basis for employees on an ongoing basis will be created	2015

The Built Environment (Design of Public Space)

Troy will meet the Accessibility Standards for The Built Environment (Design of Public Space) when building, leasing and/or renting new structures or during major renovations to public spaces. Public spaces include:

	Timeline:
Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas	2015-2017
Accessible off street parking	2015-2017

Feedback

Troy shall create and maintain a feedback process allowing members of the public to comment on the provision of goods or services to people with disabilities. The feedback process allows for comments to be directed to Troy by the following methods.

The customer service standard requires that providers set up a feedback process so that anyone can comment on the provision of goods or services to people with disabilities. Information on the process must be readily available to the public and can be directed to the Human Resource Department at Troy Life & Fire Safety Ltd. By the following methods:

E-mail: hr@troylfs.com
Mail (addressed to): Human Resources
 Troy Life & Fire Safety Ltd.
 1042 2nd Avenue East
 Owen Sound, Ontario
 Canada N4K 2H7

Telephone: 519 371 4747 ext. 2133
Fax: 519 371 6988
In Person: Troy Life & Fire Safety Ltd., 1042 2nd Avenue East, Owen Sound, ON N4K 2H7

The AODA committee will review the customer feedback, investigate the situation, try to resolve and provide a response within 14 business days or receiving the information.

Conclusion

Troy will report annually about our progress on these commitments to identify and remove barriers for persons with disabilities and the steps we have taken to comply with the requirements of IASR.