

## AODA Multi-Year Accessibility Plan to Prevent and Remove Barriers

This plan describes how Blount Canada Ltd will meet the requirements of the Integrated Accessibility Standard, address any current accessibility barriers for those with disabilities with regards to customer service, information and communications, employment, transportation, and design of public spaces, and prevent and remove any future barriers.

Prior to January 1, 2013

Legislative Requirement	Deliverable	Progress to Date
	Ramp at side entrance with automated doors	Complete
	Accessible parking spaces	Complete
	Accessible bathroom	Complete
	Visitor phones at accessible height	Complete
	Prevent and remove barriers when planning new capital building projects	Ongoing
Develop AODA policy including Customer Service Standard and feedback process. Make publically available on request	AODA Policy 800 December 2011 Available to public on request and on intranet	Complete
Provide any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.	Available to public on request.	Complete
Individualized workplace emergency response information	Included individualized response information in our Work Accommodation Plan form Assessed current Blount Team Members don't require an individualized emergency response plan	Complete and ongoing.
Statement of organizational commitment	Added to Blount Canada page on internet Posted at 2 entrances	Complete

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	Part of AODA policy	
Train those who deal with the public, third parties and those who develop and approve policies and practices on the customer service standards	One hour of training delivered to people in identified roles Retrain as roles change	Complete
<p><b>Customer Service Policy</b></p> <p>Develop, implement and maintain policies governing how Blount Canada provides goods, services or facilities to persons with disabilities in compliance with the requirements of the Customer Service Standard.</p> <p>Ensure policies address use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		Complete and respond to requests on an ongoing basis.

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<p><b>Service Animals</b></p> <p>Allow a person with a disability to be accompanied by a service animal while on organization’s premises and to keep the animal with him or her, unless the animal is otherwise excluded by law.</p> <p>If service animal is excluded by law, ensure other measures are available to enable a person with a disability to obtain, use or benefit from the organization’s goods, services or facilities.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		<p>Complete and respond to requests on an ongoing basis.</p>
<p><b>Support Persons</b></p> <p>Permit a person with a disability to be accompanied by their support person and that the person with a disability is not prevented from having access to the support person while on the premises.</p>		<p>Complete and respond to requests on an ongoing basis.</p>

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<p>Provide advance notice of fees charged for support person.</p> <p>Before requiring the presence of a support person, consult with person with a disability and consider the health and safety implications based on available evidence. If requiring presence of support person, waive fees for support person.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		
<p><b>Notice of Temporary Disruptions</b></p> <p>Provide notice of temporary disruptions to facilities or services used by persons with disabilities to access organization's goods, services or facilities.</p> <p>Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p>		<p>Complete and respond to requests/temporary disruptions on an ongoing basis.</p>

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<p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		
<p><b>Feedback Process</b></p> <p>Establish a process for receiving and responding to feedback about the manner in which organization provides goods, services or facilities to persons with disabilities.</p> <p>Process must be accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports upon request.</p> <p>Make feedback process available to the public.</p> <p>Prepare one or more written documents describing the policies and on request, give a copy of any such document to any such person.</p> <p>Notify persons to whom it provides goods, services or facilities that the documents are available upon request.</p>		<p>Complete and respond to requests on an ongoing basis.</p>

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<p><b>Accessible Formats &amp; Communication Supports</b></p> <p>Provide, or arrange for the provision of, information in document(s) describing policies with respect to the Customer Service Standards in an accessible format or with communication supports upon request in a timely manner that takes into account the person's accessibility needs and at no additional cost.</p> <p>Consult with person to determine suitability of format or support.</p>		<p>Complete and respond to requests on an ongoing basis.</p>
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January 1, 2014

<b>Legislative Requirement</b>	<b>Deliverable</b>	<b>Progress to Date</b>
Update policy to include AODA Integrated Accessibility Standards Regulation	Revise existing policy, approved and posted	Complete
Document a multi-year accessibility plan and post on website. Review plan every 5 years minimum.	Develop a multi-year accessibility plan and post on internet. Update yearly. Approved and posted.	Complete
New Internet websites and websites substantially modified conforms to WCAG 2.0, Level A	New internet websites and websites modified substantially will conform to WCAG 2.0, Level A standards.	Compliant - Corporate web development confirmed new pages or updated pages will comply as will future web contractor's work. Information has been communicated to other website development groups
Communicate changes to policies and new	Communicate changes through intranet to all	Complete

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accessibility plan	<p>Team Members Ask Team Members for feedback on barriers for those with disabilities to customer service, information and communications and emergency procedures</p> <p>Policy changes and plan discussed and approved by managers</p>	
Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Consider accessibility re self-service kiosks	Complete and ongoing.

January 1, 2015

<b>Legislative Requirement</b>	<b>Deliverable</b>	<b>Progress to Date</b>
Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports on request	Arrange for accessible formats and communication supports for feedback as requested	Feedback is received face to face, through My IC, by phone or as requested Updated AODA policy and communicated to Team Members Complete
Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures	Included in policy and internet site says policy available on request.	Complete
Provide training on the IASR requirements, the Human Rights Code as it pertains to persons with disabilities, and AODA policies required by the IASR .  Keep a record of the	Trained those with duties related to the ISAR requirements at that time, policy developers, others who provide goods, services or facilities on behalf of Blount and maintain required training records	Team Members train with Curriculum Services Canada video, Human Rights video or PowerPoint presentation Complete

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training provided, including the dates on which the training is provided and the number of Team Members/individuals to whom it is provided.		
Update and re-file on line Customer Service Standard report with Service Canada	Update and re-file on line report with Service Canada	Complete

January 1, 2016

<b>Legislative Requirement</b>	<b>Deliverable</b>	<b>Progress to Date</b>
Notify Team Members and public about accommodation for applicants with disabilities in our recruitment process	Review and revise recruitment process	Notification on website - complete Policy update communicated
Notify job applicants selected for assessment process that accommodations are available when requested related to materials or processes used	Review and revise recruitment process	Complete
Provide or arrange selection process accommodation in consultation with applicant in a manner that takes into account the applicant's accessibility needs due to disability	Review and revise recruitment process	Complete
Notify successful applicants of accommodation policies	Review and revise recruitment process	Complete
Notify Team Members of policies used to support Team Members with disabilities, including policies on the provision of job accommodations that take into account a Team Member's accessibility	Communicate	Ongoing



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<p>needs due to disability.</p> <p>Provide to new Team Members as soon as practicable after commencing employment</p> <p>Provide Team Members with updated information whenever there is a material change to its policies on the provision of job accommodations for Team Members with disabilities</p>		<p>Providing accommodation and support of Team Members with disabilities in job offer.</p> <p>Ongoing</p>
<p>As requested and in consultation with the Team Member making the request, arrange for accessible formats and communication supports for information needed to perform the job and information generally available in the workplace</p>	<p>Communicate and arrange</p>	<p>Ongoing</p>
<p>Develop and have in place a written process for individual accommodation plans for Team Members with disabilities.</p>	<p>Policy 1400 Accommodation and Return to Work</p>	
<p>Develop and have in place a return to work process for Team Members who have been absent from work due to a disability and require disability-related accommodations to return to work</p>	<p>Policy 1400 Accommodation and Return to Work</p>	
<p>Take into account accessibility needs of Team Members with disabilities and accommodation plans when using performance management, providing</p>	<p>Review performance management process. Review redeployment practices. Communicate changes.</p>	<p>Complete</p>

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<p>career development and advancement and redeploying Team Members</p>		
<p>Notify the public about availability of accessible formats and communication supports on request</p> <p>Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.</p> <p>Provide Accessible Formats and Communication Supports in a timely manner at a cost that is no more than the regular cost charged to other persons and in a manner that takes account the person's accessibility needs due to disability.</p> <p>Consult with the person making the request when determining the suitability of an Accessible Format or Communication Support</p>	<p>Notify public about availability of accessible formats and communication supports through our website and staff</p>	<p>Complete and ongoing.</p>

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<p>Provide training on the IASR requirements, the Human Rights Code as it pertains to persons with disabilities, and AODA policies required by the IASR .</p> <p>Keep a record of the training provided, including the dates on which the training is provided and the number of Team Members/individuals to whom it is provided.</p>	<p>Train all Team Members, policy developers, others who provide goods, services or facilities on behalf of Blount and maintain required training records</p>	<p>Planned Team Members train with Human Rights video or PowerPoint presentation</p>
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January 1, 2021

<b>Legislative Requirement</b>	<b>Deliverable</b>	<b>Progress to Date</b>
<p>Ensure that, where practicable, any website or content on that site(s) published after January 1, 2012 conforms with WCAG 2.0 Level AA to the extent required by the IASR.</p>		

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AODA Training:

<b>Who to Train</b>	<b>When to Train</b>	<b>What to Train</b>
<p>Train <u>all</u> Team Members who are an employee or volunteer or participate in developing organizational policies</p>	<p>As soon as practicable and applicable</p>	<ul style="list-style-type: none"> <li>• Overview of the AODA and IASR</li> <li>• Requirements of the IASR and on the Human Rights Code as it pertains to persons/Team Members with disabilities and the Accessibility for Ontarians with Disabilities policy</li> <li>• Purposes of the Act</li> <li>• How to interact and communicate with people with various types of disabilities;</li> <li>• How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;</li> <li>• How to use equipment that supports persons with disabilities</li> <li>• What to do if a person with a disability is having difficulty with goods, services or facilities.</li> <li>• Employment, information and communications, transportation and design of public spaces</li> </ul>
<p>Ensure that contractors providing goods, services and/or facilities on its behalf have received the training required under the IASR.</p>	<p>As soon as practicable and applicable</p>	<p>Applicable portion of above.</p>