



MULTI-YEAR ACCESSIBILITY PLAN

REV.1

Cecchetto & Sons Ltd. is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to those with visible or non-visible disabilities.

Our Multi-Year Accessibility Plan outlines strategies and actions that will identify remove and prevent barriers for people with disabilities in accessing the services and facilities we provide, thereby increasing accessibility. The plan also details our strategy for complying with Ontario's accessibility legislation, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This Multi-Year Accessibility Plan has been developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards, Ontario Regulation 191/11. In accordance with the standards, this plan will be reviewed and updated at least every 5 years.

This Multi-Year Accessibility Plan will be posted at the Cecchetto & Sons Ltd. main office and will be made available in an accessible format and with communication supports, upon request.

The AODA sets various standards and deadlines to increase accessibility by 2025. Cecchetto & Sons Ltd. have implemented an Accessible Customer Service Policy and an Integrated Accessibility Policy. As the standards and deadlines in the AODA become applicable, we will continue to review our practices to ensure compliance with the AODA.

Additional policies may be developed to include more detailed information on specific practices and processes.

Cecchetto & Sons Ltd. is committed to meeting all applicable requirements and deadlines and will be incorporating changes as indicated by the AODA.

Training

Cecchetto & Sons Ltd. have provided training to employees on the requirements of the Accessible Customer Service Policy.

Cecchetto & Sons Ltd. will provide ongoing training to employees, and to any third parties providing goods, services or facilities on the company's behalf, which will address:

- The Customer Services Standard set out in the Accessible Customer Service Policy
- The requirements of the accessibility standards set out in this Multi-Year Access Plan; and

- The requirements of the Human Rights Code as it will pertain to persons with disabilities.

Cecchetto & Sons Ltd. will keep records of all such training, and the dates on which such training takes place.

Information and Communication Standards

Accessible Websites and Web Content

Internet websites and web content controlled directly by Cecchetto & Sons Ltd., web content, will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. Ultimately, such websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards.

Implementation Timeframe: Level A Complete; Level AA by January 1, 2021

Implementation Deadline: Level AA January 1, 2021

Accessible Formats and Communication Supports

If a person with a disability requests it, accessible formats and communication support for the following will be provided or arranged:

1. For the person to provide feedback to Cecchetto & Sons Ltd. and to receive a response to such feedback; and
2. For providing and obtaining information that is available to other persons communicating with Cecchetto & Sons Ltd.

Cecchetto & Sons Ltd. have implemented a procedure to process such requests. Any person who wishes to provide feedback or make inquiries is able to do so by telephone or email and Cecchetto & Sons Ltd. will consult with the person making the request to determine the best way to provide the accessible format or communication support.

Emergency Procedures and Public Safety Information

If a person with a disability requests it, Cecchetto & Sons Ltd. will provide information regarding emergency procedures, plans or public safety information in an accessible format or with appropriate communications supports.

Workplace Emergency Response Information

When Cecchetto & Sons Ltd. is aware that a worker has a disability for which accommodation may be required, an individualized emergency response information package will be provided to the worker as soon as practicable, if indicated by the nature of the disability, and will work with the worker to develop a tailored emergency response plan.

Employment Standards

Recruitment, Assessment and Selection

Cecchetto & Sons Ltd. will post information about the availability of accommodations for applicants with disabilities in its recruitment process.

Job applicants who are individually selected for an interview and/or testing will be notified that accommodations for material to be used in the process are available, upon request.

Cecchetto & Sons Ltd. will consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.

Accessible Formats and Communication Supports for Employees

If a worker with a disability requests it, Cecchetto & Sons Ltd. will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform the employee's job; and
- Information that is generally available to all employees in the workplace.

Cecchetto & Sons Ltd. will consult with the worker making the request to determine the best way to provide the accessible format or communication support.

Documented Individual Accommodation Plans

Cecchetto & Sons Ltd. will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include, without limitation, the following elements:

- Cecchetto & Sons Ltd. will give the worker the choice of internal or external bargaining rights on his or her behalf for an accommodation plan
- The accommodation plan for the worker can also be done internally through the Joint Health and Safety Committee
- The ways in which the worker can participate in the development of the plan
- The means by which the worker is assessed on an individual basis

- The ways a worker can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved
- The steps taken to protect the privacy of the workers' personal information
- The frequency with which the individual accommodation plan should be reviewed or updated, and how it should be done; and
- The means of providing an accommodation plan in an accessible format, based on the workers' accessibility needs.

Plans and Processes

Each department within Cecchetto & Sons Ltd. that utilizes performance management tools, or provides career development and advancement to its employees, will respect the accessibility needs of its employees with disabilities when developing these processes.

Return to Work and Redeployment

Cecchetto & Sons Ltd. will develop and have return to work processes in place for employees who are absent from work due to a disability and require disability-related accommodations to return to work.

Individual return to work accommodation plans will be documented and will include an outline of the steps Cecchetto & Sons Ltd. will take to facilitate the workers' return to work.

If Cecchetto & Sons Ltd. uses redeployment processes, the accessibility needs of employees with disabilities will be taken into account. Redeployment may mean the reassignment of employees to other departments within the company as an alternative to a "layoff," when a particular job or department has been eliminated.

Built Environment Standards

Cecchetto & Sons Ltd. will comply with the Design of Public Spaces Standard (Accessibility of Public Spaces Standard) when undertaking new construction or redevelopment of exterior paths of travel, accessible parking and service counters. Cecchetto & Sons Ltd. will also comply with the provisions of the applicable building code when undertaking the construction of new premises or renovations to existing premises.

Feedback/Questions

Cecchetto & Sons Ltd. welcomes any comments or questions that our employees or the general public may have regarding our accessibility policies and plans. In this regard, please feel free to contact our office.

- By phone at: 705- 673-4168 or
- By email at: info@cecchettoandsons.com

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