

AODA Accessibility Plan 2023-2028

Established Policy

J.D. Barnes Limited Group of Companies is committed to providing excellent services while ensuring that accessible customer service is available to all of our clients. We are committed to ensuring that people with disabilities are provided with equal opportunity so that they will receive the same or comparable service as other clients while respecting their independence and dignity. J.D. Barnes Limited Group of Companies seeks to identify, remove and prevent barriers to accessibility in accordance with the procedures and expectations of this policy.

Our Integrated Accessibility and Accessible Customer Service Policy applies to all employees and sub-contractors. This policy will be provided to any person who requests it and in such a format that takes in to account their disability (as applicable).

Past Achievements

Customer Service

Write policy, communicate to staff, post in offices & website, conduct training for staff and add to orientation training.	✓
Customer Service training for all staff	✓
Review and update customer feedback policy and procedures	✓
Revised Customer Service training for all staff	✓

Information & Communications

Emergency Procedures for Disabled employees- identify, meet with individuals, prepare plans, communicate	✓
Set up feedback process, communicate to staff, prepare process	✓
Internet website WCAG 2.0	✓
Review all company websites and update to meet WCAG 2.0 Level A requirements	✓
Train staff on information & communication requirements	✓
Update training on information & communication requirements	✓
Review and update AODA orientation training	✓

Employment

Workplace emergency response plans	✓
Update recruiting policies, inform candidates of accessibility accommodations available	✓
Accessible formats for staff	✓
Accessible formats for applicants and candidates	✓
Review and update accommodation policies	✓

Other

Online compliance Registry	✓
Write integrated accessibility policy, communicate to staff, post on website	✓
Prepare multi-year accessibility plan, review with managers	✓
Review multi-year plan with managers annually	✓

Future Goals

Customer Service

Identify assistive devices to consider to have available on site or with advance notice	2024
Source resources for assistive devices	2025
Identify training requirements for assistive devices, as required and applicable	2025
Review and consider new barriers- attitudinal, communication/information, technological, systemic, physical	2026, annually

Information & Communications

Review and update AODA orientation training	2024
Prepare e-versions of company publications (headers etc)	2024
Prepare e-versions of internal publications	2025
Review all company websites and identify steps to make more accessible (as updates are conducted)	2027, as updated

Employment

Review and update accommodation policies	2024
Review and update return to work accommodation policies	2025
Review employment policies for increased accessibility opportunities	2025



Other

Update and post revised policy	Annual
Update and post new Multi-year plan on website	Annual- December
Review emergency plans for staff annually	Annual
Review Multi-year plan with managers annually	Annual
Review building accessibility options- accessible washrooms, accessible automatic doors	With Landlord

Additional Information

For more information please email feedback@jdbarnes.com or our head office at 905-477-3600 and we will be happy to assist you. When responses are appropriate or requested, they will be provided within five business days.