

AODA Accessibility Plan 2018-2022

Established Policy

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

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 (if 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	✓

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 level A	
Train staff on information & communication requirements	✓

Employment

Workplace emergency response	✓
Update recruiting policies, inform candidates of accessibility accommodations available	✓
Accessible formats for staff	✓

Other

Online compliance Registry	✓
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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

Review and update customer feedback policy and procedures	
Source resources for assistive devices	

Information & Communications

Review all company websites and update to meet WCAG 2.0 Level A requirements	
Review and update AODA orientation training	
Prepare e-versions of company publications (headers etc)	
Prepare e-versions of internal publications	

Employment

Review and update accommodation policies	
Review and update return to work accommodation policies	

Other

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

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 three business days.