

AODA – Statement of Organizational Commitment
The Integrated Accessibility Standards

POLICY

Under the AODA, Ontario Regulation 191/11 entitled “Integrated Accessibility Standards Regulation” (Integrated Regulation) came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and the built environment for public spaces. Best Way Stone is included in the regulation’s definition of an “obligated organization” and must comply with the requirements of the regulation

Best Way Stone is committed to working towards being compliant with the information and communications standards under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

Best Way Stone recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.

Best Way Stone is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

Best Way Stone is committed to establishing, maintaining and implementing policies as well as associated procedures in the Integrated Regulation, specifically in the areas of information and communications, employment and the built environment and to meet the accessibility needs of people with disabilities in a timely manner.

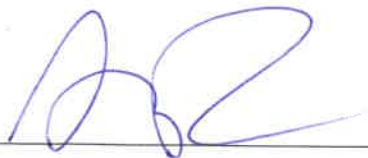
Best Way Stone is committed to excellence in serving all of our customers, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.

Best Way Stone is committed to ongoing improvements to the accessibility in its premises and facilities as required by law, as well as the services offered to customers, employees and members of the general public.

Best Way Stone is committed to promoting values that support relationships between people with disabilities and the organization.

Best Way Stone is committed to the establishment, implementation, maintenance and documentation of an accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.

Approved by: _____

A handwritten signature in blue ink, consisting of stylized, overlapping loops and lines.

Date Created: October 17, 2019

Communication Supports – may include, but are not limited to, alternative and augmented communication, plain language and other supports that facilitate effective communications.

Communications – means the interaction between two or more persons or entities or any combination of them, where information is provided, sent or received.

Dignity – means that service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

Equal Opportunity – means that service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

Independence – means when a person is able to do things on their own without unnecessary help or interference from others.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images that conveys meaning.

Integration – means that service is provided in a way that allows the individual to benefit from equivalent services, in the same place and in the same or similar way as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

Reasonable efforts – means taking approaches that meet the required needs of the individual.

PROCEDURES

Training includes the following elements:

- Review of the purposes of the *Accessibility for Ontarians with Disabilities Act* and regulations, the Ontario Human Rights Code and the requirements of the Accessibility Standards for Customer Service, Information and Communications, Employment, and the Built Environment in public spaces.
- Information regarding Best Way Stone's policies and procedures relating to customer service, information and communications, employment, and the built environment in public spaces standards.
- How to interact and communicate with people with various types of disabilities in various situations within the organization including employment
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services, information and communications, employment or built environment in public spaces.
- How to interact with people with disabilities who use an assistive device, service animal or support person.
- How to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.
- How to provide the emergency response plan and safety information to persons with disabilities in an accessible format or with communication supports as soon as practicable.
- How to make the organization's website accessible and maintain accessibility

- How to receive and respond to feedback from customers and the public.

All current employees who work with the public or who have tasks or responsibilities under any of the AODA standards should be trained as soon as possible.

All new employee who work with the public or who have tasks or responsibilities under any of the AODA standards should be trained as soon as possible after the commencement of their employment.

Current employees who assume new job responsibilities or who have tasks or responsibilities under any of the AODA standards should be trained as soon as possible after commencing these new job responsibilities. Training provided shall be as appropriate based on the employee's duties.

Employees should also be trained on an ongoing basis when changes are made to the policies, procedures and the law.

A copy of the training certificate received at the end of the training is kept in each employee's file. A physical or digital record of when and how the training was completed is also maintained for each employee.

The training may not be exactly the same for all staff and need not be delivered in the same manner so long as it meets the requirements as outlined above.

RECORD KEEPING

Best Way Stone is required by AODA Regulations 429/07 and 191/11 to keep training records. The training records to be maintained include the date on which training was provided, the type of training, and participants' names. If a quiz is given to test knowledge, such document will also be retained.