

# Accessibility Plan & Policies



This Accessibility Plan outlines the policies and actions that Clark Construction Management has developed in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Integrated Accessibility Standards Ontario Regulation 191/11 (IASR). It outlines strategies and actions to identify, remove, and prevent barriers for people with disabilities.

## STATEMENT OF COMMITMENT

Clark Construction Management believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. We will work to break down the barriers for all stakeholders, including clients, employees, job applicants, suppliers, and any visitor who enters the premises, works for the company or accesses information provided by the company. As an organization, we respect and uphold the requirements set for under the AODA and its associated regulations. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely and effective manner. The plan is reviewed and updated at least once every 5 years.

## ACCESSIBLE EMERGENCY AND PUBLIC SAFETY INFORMATION

Clark Construction Management is committed to providing publicly available emergency plans in an accessible format, upon request. We will also provide employees with disabilities an individualized emergency response plan in an accessible format, when necessary.

## TRAINING

Clark Construction Management will provide training to all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. We will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by:

- ➔ Providing an online training module on Ontario's accessibility laws and Human Rights Code to all existing employees and new hires.
- ➔ Maintain a record of all employees who are trained and when.

## INFORMATION AND COMMUNICATIONS

Clark Construction Management will communicate with people with disabilities in a way that considers their disability. We will provide information about the Company and its services, in accessible formats or with communication supports, when requested.

Our Internet website, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility best practices. CCM will continue to make its website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA by January 1, 2021.

## **EMPLOYMENT**

Clark Construction Management is committed to fair and accessible employment practices.

We will take the following steps to notify the public and employees that, when requested, CCM will accommodate people with disability during the recruitment and assessment processes and when people are hired. We will do this by:

- ➔ Posting information on our website
- ➔ Include accessibility information on job postings

Clark Construction Management will always work with our employees to accommodate specific needs when such accommodation is required. The Company will reasonably accommodate both hard workplace accommodations (including technology, equipment, and modifications to the physical environment) and/or soft workplace accommodations (pertaining to practices, policies, and activities) to meet the needs of any visible or invisible disabilities.

The Company will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization including:

- ➔ Identifying and removing workplace barriers
- ➔ Using inclusive employment processes for employment decisions
- ➔ Providing managers with accessibility training, tools, and templates to support employee /workplace accommodations
- ➔ Reviewing best practices and standards related to accessible employment

## **CUSTOMER SERVICE**

Clark Construction Management will continue to ensure compliance with the Accessible Customer Service Standard including:

- ➔ Providing equal access to services and facilities, in a manner which respects the dignity and independence of persons with disabilities
- ➔ Use of assistive devices, support persons, and service animals
- ➔ Communication in a manner that considers a person's disability
- ➔ Providing prompt notification and alternative services or facilities in the event of a planned or unexpected disruption, if available.

## **BUILT ENVIRONMENT AND PUBLIC SPACES**

Clark Construction Management will continue to meet or exceed the barrier-free design requirements contained in Section 3.8 of the Ontario Building Code Act, 1992 (Building Code). New and redeveloped buildings open to the public will also follow the accessibility standards of the Building Code, and any new or redeveloped public spaces will comply with the Design of Public Spaces Standard of the AODA.

## **FILING**

Clark Construction Management will file Accessibility Compliance Reports with the Ministry as required.

*Documents are available upon request and Clark Construction Management welcomes feedback on providing goods and services to everyone with disabilities.*