

P.J. DALY CONTRACTING LIMITED

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Multi-Year Accessibility Plan

Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)

Accessibility Plan

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Message from the President Statement of Commitment



It is a privilege for me to once again serve as your President and I look forward to the opportunity to continue flourishing our community of understanding, acceptance and flexibility.

At P.J. Daly Contracting Limited we are committed to ensuring that we provide an environment that allows all people to maintain their dignity and independence. Creating a place of business that is safe, responsive, barrier-free and accessible for our employees, customers, suppliers, job applicants and visitors, allows us to meet our growing standards of integration and equal opportunity. We commit to extending this mentality to all individuals who enter onto our premises, do business with us, access our website and communicate with us. To meet and sustain AODO compliance, P.J. Daly Contracting Limited commits to build on existing policies and create new policies, on a continual basis.

To ensure compliance and demonstrate leadership, in terms of exceeding the requirements of AODO, P.J. Daly Contracting Limited commits to:

- ✓ Assess timelines for AODO compliance that have been established by the Ontario government.
- ✓ Develop an implementation plan or work plan, which outlines specific requirements and timelines for compliance.
- ✓ Conduct a gaps analysis to determine which requirements are outstanding after considering P.J. Daly's existing practices and policies.
- ✓ Identify training requirements.

Introduction; Past and Current Achievements

Since the establishment of P.J. Daly Contracting Limited in 1953, we have committed to developing a company culture structured on respectability, morality and inclusivity. Throughout the years, we have completed renovations to our offices and warehouse, to accommodate the needs of all individuals whom associate with our company.

In recent years, P.J. Daly Contracting Limited has completed these renovations to both of our on-site warehouse locations, in collaboration with our sister company, Clare Interior Supplies Limited. The building improvements have provided P.J. Daly Contracting Limited with the option of additional, ground level offices and a boardroom, for employees, business counterparts, clientele and all other individuals that associate with P.J. Daly Contracting Limited. Such changes have permitted individuals with any accessibility or disability barrier, to feel accommodated and cared for.

Customer Service

When dealing with bodies of the public, P.J. Daly Contracting Limited focuses heavily, on the development of interpersonal relationships. When speaking with existing or potential clients, we ensure all our employees to be clear and concise, throughout all interactions. Our disciplinary action is to have all company associates trained in ways that will provide clarity and empathy, to persons of all disabilities.

Provided training to all P.J. Daly Contracting Limited employees, independent contractors and others, who deal with P.J. Daly Contracting Limited clients, will cover:

- ✓ The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- ✓ How to interact and communicate with persons with various types of disabilities
- ✓ How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- ✓ How to use the equipment, devices, services and/or facilities currently available on our premises
- ✓ What to do if a person with a disability is having difficulty in accessing P.J. Daly Contracting Limited's goods or services
- ✓ P.J. Daly Contracting Limited's policies, practices and procedures relating to the customer service standard
- ✓ What to do with feedback concerning the manner which the company provides goods or services to persons with disabilities

Information and Communications

In the occurrence that we are notified of barriers preventing an individual from meeting their communication needs, we will source alternative means of communication. To ensure that these individuals obtain helpful alternatives, our staff will be trained with various assistive devices that may be used by persons with disabilities. We will provide a clear, barrier-free path of travel, to ensure assistive walking devices (or other), can move safely around the building.

- ✓ P.J. Daly Contracting Limited will ensure that feedback processes are accessible to persons with disabilities, including provide accessible formats and communication supports, upon request
- ✓ P.J. Daly Contracting Limited will provide information in accessible formats and/or communication supports, upon request

Service Animals and Support Persons

In sequence with our commitment to a welcoming environment, we extend our policy to persons with disabilities, whom are accompanied by a service animal on the parts of our premises that are open to the public and other third parties, unless the animal is otherwise excluded by the law, in which case steps will be taken to ensure that other measures are available to allow a person with a disability to access our goods and services. We will also ensure that all staff dealing with anyone entering our premises, are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

Persons accompanied by a support person are welcomed and permitted to enter P.J. Daly Contracting Limited's premises together. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the company premises. We may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Employment

P.J. Daly Contracting Limited is committed to fair and accessible employment practices. In compliance with AODO Integrated Accessibility Standards Regulation (Ontario Regulation 191/11), we will determine steps required to:

- ✓ Provide training to hiring managers, and those involved in hiring processes, on AODA requirements and disability-related requirements in the recruitment process.
- ✓ Notify employees and members of the public that, when requested, P.J. Daly Contracting Limited will accommodate persons with disabilities during the recruitment and assessment process
 - Notice will be issued on P.J. Daly Contracting Limited's career website page, in all job postings and all correspondence with applicants.
- ✓ Notify successful applicants of P.J. Daly Contracting Limited's policies for accommodating persons with disabilities as soon as is practicable after they begin their employment, as part of the P.J. Daly Contracting Limited's workplace orientation, and on an ongoing basis should there be changes to our policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.
- ✓ Determine suitable accommodation, by consulting with the employee, that considers the employee's accessibility needs due to a disability.
- ✓ Arrange for the provision of accessible formats and communication supports for employees, upon request and in consultation with the employee, for information that is needed to perform job duties and for information generally available to employees in the workplace.
- ✓ Develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
 - Develop a template for individual accommodation and return-to-work plans.
- ✓ Ensure the accessibility needs of employees with disabilities are considered when using performance management, career development and advancement, and redeployment processes.
- ✓ Prevent or remove other accessibility barriers as or if identified.

Training

P.J. Daly Contracting Limited will ensure employees are provided with the training needed to meet Ontario's accessibility laws in the following ways:

- ✓ P.J. Daly Contracting Limited will provide training to employees, volunteers and others who deal with members, guests, vendors or other third parties on P.J. Daly Contracting Limited's behalf, on Ontario's accessibility laws and on the Ontario Human Rights Code (HRC) as it related to persons with disabilities. Training will be provided in a way that best suits the responsibilities of employees, volunteers and others who deal with members, guests, vendors of other third parties on the company's behalf.
- ✓ Should there be any changes to P.J. Daly policies, P.J. Daly will provide training to employees, volunteers, and those who deal with members, guests, vendors or others on P.J. Daly's behalf.
- ✓ As soon as are practicable, newly hired employees will be provided with the training required in order to comply with the AODA Customer Service Standard, and will also be trained on P.J. Daly Contracting Limited's obligations under the IASR and HRC.
- ✓ P.J. Daly Contracting Limited's Human Resources department will maintain records of all training, including the dates the training was provided and the individuals who received the training.

Through ongoing education and awareness, P.J. Daly Contracting Limited will give employees the knowledge and skills they need to meet or exceed compliance requirements. This will include developing alternate formats, hosting accessible meetings and creating documents, processes and policies with accessibility in mind.

Notice of Temporary Disruption

If there is a temporary disruption of our facility or services usually used to allow a person with a disability to access P.J. Daly Contracting Limited's goods or services, we will place notices of the disruption in appropriate locations including all entrances using a suitable medium. The notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be given in accordance with the requirements under Section 5 of the AODA.

Questions/Feedback

For more information on this accessibility plan or to request an alternate format of this document, please contact:

P.J. Daly Contracting Limited

Human Resources

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