

## **Brant Doyle Plumbing Ltd.**

### **Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan**

---

#### **STATEMENT OF COMMITMENT**

Doyle Plumbing, Heating & Cooling, is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

Doyle Plumbing, Heating & Cooling understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Doyle Plumbing, Heating & Cooling is committed to working with the necessary parties to make accessibility for all a reality.

#### **ACCESSIBLE EMERGENCY INFORMATION**

Doyle Plumbing, Heating & Cooling is committed to providing its customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### **TRAINING**

Doyle will provide training to employees regarding Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of specific employees. All active employees were trained prior to October 22, 2020, and all new employees are provided training within the new hire 3-month probationary period.

Doyle will ensure that employees are provided with the training needed to meet Ontario's accessible laws through the following:

- Established training needs for various functional areas within Doyle
- Ensuring that appropriate training material are incorporated into our training programs

Compliance Date: October 22, 2020

#### **INFORMATION AND COMMUNICATIONS**

Doyle is committed to meeting the communication needs of people with disabilities. Doyle has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA:

- Undertake an assessment of our current websites and their current level of compliance and ensure conformance with WCAG 2.0, Level AA requirements for any new site/content by January 1, 2021.

Doyle will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Establish and publish means for people to provide feedback to Doyle, which includes mail, email and telephone communication and train all customer service employees on various accessible feedback methods

Compliance Date: October 20, 2020

## **EMPLOYMENT**

Doyle is committed to fair and accessible employment practices. We will take the following steps to notify the public and employees that, when requested, Doyle will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All internal and external job postings, including our website will include an accommodation statement
- During verbal or written correspondence with candidates they will be advised that accommodation is available if requested

Compliance Date: October 22, 2020

## **DESIGN OF PUBLIC SPACES**

Doyle will meet the Accessibility Standards for the Design of Public Spaces when building or making modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs
- Accessible parking
- Service-related elements like service counters and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternative options available.

Compliance Date: October 22, 2020

## **FOR MORE INFORMATION**

For more information on this accessibility plan, please contact Chris Cory at 705-939-6003, ops@doyleplumbing.ca.

Accessible formats of this document are available free upon request from:

- Customer service teams at 1-877-706-2621
- By contacting us via our website: [www.doyleplumbing.ca](http://www.doyleplumbing.ca)