



Accessibility Action Plan for the Integrated Accessibility Standards Regulation (IASR)

INTENT

This Accessibility Action Plan outlines the policies and actions that Best Way Stone will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

STATEMENT OF COMMITMENT

Best Way Stone is committed to providing a barrier free environment for all stakeholders, including our 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 regulations.

Best Way Stone understands that we have a responsibility for ensuring a safe, dignified and welcoming environment for everyone. We are committed to ensure 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 we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Approved by: _____

A handwritten signature in blue ink, appearing to be 'A. Stone', written over a horizontal line.

Date Updated: October 17, 2019

PLAN

General Requirements				
Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Status
Establishment of accessibility policies	Policies governing how Best Way Stone will achieve accessibility have not yet been developed, implemented and maintained.	<ul style="list-style-type: none"> - Review AODA requirements to determine what policies are needed - Create new policies that reflect BWS environment - Implement and train on new policies - Review program to determine effectiveness. 	Human Resources, Senior Management	Compliant. Policies have been developed and implemented. Training has been completed where required.
Procuring or acquiring goods, services or facilities	Purchasing procedure not in place. Policies have not been written and implemented.	<ul style="list-style-type: none"> - Determine ideal purchasing procedure - Review AODA requirements to determine what the best practice/procedure/policy must include. - Draft policy and procedure, ensuring AODA compliant - Senior Management to review and approve policy and procedure - Distribute and implement policy/procedure - Review to determine effectiveness 	Human Resources, Accounting, Purchasing, Senior Management	Ongoing. Purchasing procedure is currently under review to determine best practices. Policy has yet to be finalized.
Training on IASR and the <i>Human Rights Code</i>	Training not completed	<ul style="list-style-type: none"> - Review training requirements for the IASR & <i>Human Rights Code</i> - Research best training methods/programs - Ensure training is completed for all required employees - Maintain records of completed training 	Human Resources, Trainers, Employees	Compliant. Training has been completed and records maintained.

Information and Communications Standard

Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Status
Feedback Process	Best Way Stone does not currently have a Feedback process in place.	<ul style="list-style-type: none"> - Ensure policy is developed and implemented - Create Feedback form - Train employees on process and use of form - Ensure form is available to the public 	Human Resources, Senior Management, Employees	Compliant. Policy and form have been developed and implemented. Form is available to the public online and in person at either location.
Accessible formats and communication supports	No formats and communication supports have been identified. Policy outlining the process/options has not been developed.	<ul style="list-style-type: none"> - Ensure policy is developed and implemented - Determine which supports can be made available to customers - Ensure information is communicated to the public. 	Human Resources, Senior Management	Compliant. Policy has been developed and implemented. Formats have been determined and public notified of their availability.
Emergency Procedures, Plans, or Public Safety Information	No definitive emergency plan in place.	<ul style="list-style-type: none"> - Finish developing emergency plan - Ensure policy is developed and approved - Communicate plan to employees and the public - Ensure employees are trained on the plan - Ensure the plan is available in accessible formats 	Human Resources, Senior Management, Supervisors	Ongoing. Still determining emergency procedure (as per SGAP CIP). Once procedure is in place, policies will be developed and communicated to all relevant parties.
Accessible Websites and Web content	Website not currently accessible, accessibility information not available on the website, policies not developed.	<ul style="list-style-type: none"> - Review requirements for the website and policies - Ensure policy is developed - Determine what changes needs to be made - Work with Marketing/IT to make changes to the website - Senior Management to review and approve policies - Ensure policies are available on the website 	Human Resources, Senior Management, Marketing, IT	Ongoing. Website is under review against requirements. Policies have been developed. Accessibility section has been developed on the website and policies have been posted.

Employment Standard				
Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Status
Recruitment, Assessment and Selection Process	No Policy currently in place	<ul style="list-style-type: none"> - Review requirements for the policy - Develop policy and procedure to align with Best Way Stone practices while meeting AODA requirements - Have Senior Management review and approve the policy - Implement the policy - Review to determine effectiveness. 	Human Resources, Senior Management	Compliant. Policy has been developed and implemented based on Best Way Stones current practices. Applicants informed of the availability of accommodation during the recruitment process.
Informing Employees of Supports	No policy currently in place, employees have not been informed	<ul style="list-style-type: none"> - Review requirements for the policy - Create policy to align with Best Way Stone practices while meeting AODA requirements - Have Senior Management review the policy - Implement the policy 	Human Resources, Senior Management	Ongoing. Policy has been developed and implemented based on Best Way Stones current practices. Employees to be informed of supports.
Accessible Formats and communication supports for employees	No policy currently in place	<ul style="list-style-type: none"> - Review requirements for the policy - Create policy to align with Best Way Stone practices while meeting AODA requirements - Have Senior Management review the policy - Implement the policy 	Human Resources, Senior Management	Ongoing. Policy has been developed and implemented based on Best Way Stones current practices. Employees to be informed of supports
Workplace emergency response information	No definitive emergency plan in place	<ul style="list-style-type: none"> - Finish developing emergency plan - Ensure policy is developed and approved - Communicate plan to employees and the public - Ensure employees are trained on the plan - Ensure the plan is available in accessible formats 	Human Resources, Senior Management, Supervisors	Ongoing. Still determining emergency procedure (as per SGAP CIP). Once procedure is in place, policies will be developed and communicated to all relevant parties.

Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Status
Documented individual accommodation plans	No policy currently in place	<ul style="list-style-type: none"> - Review requirements for the policy - Create policy to align with Best Way Stone practices while meeting AODA requirements - Have Senior Management review the policy - Implement the policy 	Human Resources, Senior Management	Compliant. Policy has been developed and implemented based on Best Way Stones current practices.
Return to work process	Policy does not take into consideration AODA	<ul style="list-style-type: none"> - Review requirements for the policy - Updated policy to include the AODA requirements - Have Senior Management review the policy - Implement the revised policy 	Human Resources, Senior Management	Compliant. Policy has been revised to include AODA requirements.
Performance Management Process	Policy does not take into consideration AODA	<ul style="list-style-type: none"> - Review requirements for the policy - Updated policy to include the AODA requirements - Have Senior Management review the policy - Implement the policy 	Human Resources, Senior Management	Compliant. Policy has been developed and implemented based on Best Way Stones current practices.

Design of Public Spaces				
Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Results
Accessible Service-Related Elements	Policies are not currently in place, no procedure in place for addressing this issue.	<ul style="list-style-type: none"> - Review AODA requirements for the policy - Develop policy ensuring requirements are included - Senior Management to review and approve policy - Implement policy - Ensure requirements are met for any new builds/major renovations. 	Human Resources, Senior Management	Ongoing. Policy has been completed and implemented. Best Way Stone will work to remove barriers in our buildings/public spaces, when there is new construction or major renovations planned.
Accessible Off-Street Parking	Policies are not currently in place, no procedure in place for addressing this issue	<ul style="list-style-type: none"> - Review AODA requirements for the policy - Develop policy ensuring requirements are included - Senior Management to review and approve policy - Implement policy - Ensure requirements are met for any new builds/major renovations. 	Human Resources, Senior Management	Ongoing. Policy has been completed and implemented. Best Way Stone will work to remove barriers in our buildings/public spaces, when there is new construction or major renovations planned.
Accessible Exterior Paths of Travel	Policies are not currently in place, no procedure in place for addressing this issue	<ul style="list-style-type: none"> - Review AODA requirements for the policy - Develop policy ensuring requirements are included - Senior Management to review and approve policy - Implement policy - Ensure requirements are met for any new builds/major renovations. 	Human Resources, Senior Management	Ongoing. Policy has been completed and implemented. Best Way Stone will work to remove barriers in our buildings/public spaces, when there is new construction or major renovations planned.

Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Results
Maintenance of Public Spaces	Policies are not currently in place, no procedure in place for addressing this issue	<ul style="list-style-type: none"> - Review AODA requirements for the policy - Develop policy ensuring requirements are included - Senior Management to review and approve policy - Implement policy Ensure requirements are met for any new builds/major renovations.	Human Resources, Senior Management	Ongoing. Policy has been completed and implemented. Best Way Stone will work to remove barriers in our buildings/public spaces, when there is new construction or major renovations planned

Customer Service Standards				
Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Results
Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Best Way Stone does not currently have a policy in place governing how it will provide goods and services to persons with disabilities.	<ul style="list-style-type: none"> - Review legislation for requirements - Draft policy to include legislative requirements and based on Best Way Stone practices - Have Senior Management review policy - Distribute policy to affected employees - Ensure employees are trained on the policy - Review to determine effectiveness 	Human Resources, Senior Management, Supervisors	Compliant. The Policy has been developed, reviewed and implemented.
Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Best Way Stone does not currently have a policy in place governing how it will provide goods and services to persons with disabilities.	<ul style="list-style-type: none"> - Review legislation for requirements - Draft policy to include legislative requirements and based on Best Way Stone practices - Have Senior Management review policy - Distribute policy to affected employees - Implement policy - Review to determine effectiveness 	Human Resources, Senior Management	Compliant. The Policy has been reviewed and implemented. Notice has been posted of documents available upon request at both locations.
Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	No current barrier from permitting a person with a disability to enter the premise with their service animal. However, policy to ensure this should be developed.	<ul style="list-style-type: none"> - Review legislation for requirements - Include a clause allowing persons with disabilities to enter the premises with their service animal - Have Senior Management review policy - Distribute policy to affected employees - Ensure employees are trained on the policy - Review to determine effectiveness 	Human Resources, Senior Management	Compliant. The Policy has been developed, reviewed and implemented.

Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Results
Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	No current barrier from permitting a person with a disability to enter the premise with their support person. However, policy to ensure this should be developed.	<ul style="list-style-type: none"> - Review legislation for requirements - Include a clause allowing persons with disabilities to enter the premises with their support person - Have Senior Management review policy - Distribute policy to affected employees - Ensure employees are trained on the policy - Review to determine effectiveness 	Human Resources, Senior Management	Compliant. The Policy has been developed, reviewed and implemented.
Provide notice of any temporary disruption to services that may affect persons with disabilities. Notify that the document is available upon request.	Temporary disruptions are not currently being posted. No policy/procedure in place.	<ul style="list-style-type: none"> - Review legislation for requirements - Develop policy around service disruptions and notifying the public - Have Senior Management review policy - Distribute policy to affected employees - Ensure employees are trained on the policy - Review to determine effectiveness 	Human Resources, Senior Management	Compliant. The Policy has been developed, reviewed and implemented. Notice has been posted of the availability of documents upon request in both locations.
Provide accessible customer service training to all staff. Provide training on changes to policies to staff on an ongoing basis and keep records of training.	Training has not been provided to employees on customer service and AODA.	<ul style="list-style-type: none"> - Review legislation on what the training requirements are - Research possible training avenues - Select preferred training method - Ensure all required employees are trained on Customer Service and AODA - Ensure records of training are maintained. 	Human Resources, Senior Management, Supervisors, Trainers	Compliant. Training has been provided to all required employees. Training records have been maintained. Training will be provided on any changes to policies.

Requirement	Current Barrier	Plan to Meet Requirements	Responsible	Results
Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Best Way Stone does not currently have an AODA training policy in place.	<ul style="list-style-type: none"> - Review legislation for requirements - Develop AODA Customer Service Training Policy - Have Senior Management review and approve policy - Provide notice that the policy is available upon request - Review to determine effectiveness 	Human Resources, Senior Management	Compliant. The Policy has been developed and implemented. Notice has been posted of the availability of documents upon request in both locations.
Establish a feedback process for providing goods, services, or facilities to persons with disabilities. Provide a document on request, notify that the document is available on request.	Best Way Stone does not currently have a Feedback process in place.	<ul style="list-style-type: none"> - Ensure policy is developed and implemented - Create Feedback form - Train employees on process and use of form - Ensure form is available to the public - Ensure notice is posted of the availability of the document. 	Human Resources, Senior Management, Employees	Compliant. Policy and form have been developed and implemented. Employees have been informed and trained on form/process. Form is available to the public online and in person at either location. Notice has been posted in both locations of document availability.
Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	No formats and communication supports have been identified. Policy outlining the process/options has not been developed.	<ul style="list-style-type: none"> - Ensure policy is developed and implemented - Determine which supports can be made available to customers Ensure information is communicated to the public. 	Human Resources, Senior Management	Compliant. Policy has been developed and implemented. Formats have been determined and public notified of their availability.