



AODA - Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

## Intent

This 2021 to 2025 accessibility plan outlines the policies and actions that Watford Roof Truss Ltd. 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

Watford Roof Truss Ltd. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## Plan

General Requirements	
Accessibility Requirement:	Establishment of accessibility policies
Watford Roof Truss will develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation.	
Compliance deadline:	June 30, 2021
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks
N/A	
Compliance deadline:	January 1, 2014
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>
Watford Roof Truss will provide training to employees, volunteers, and other staff members on AODA Integrated Accessibility Standards Regulation and Ontario's Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.	



Compliance Deadline:	June 30, 2021
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<i>Information and Communications Standard</i>	
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Accessibility Requirement:	Feedback Process
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Watford Roof Truss will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request. As well as notifying the public that these formats are available upon request.

Compliance deadline:	January 1, 2015
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Accessibility Requirement:	Accessible formats and communication supports
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Watford Roof Truss Ltd. will provide or arrange for the provision of accessible formats and communication supports for person with disabilities upon request. As well as notifying the public that these formats and communication supports are available upon request.

Compliance deadline: January 1st, 2016

Accessibility Requirement:	Emergency procedures, plans or public safety information
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Watford Roof Truss Ltd. is committed to providing the customers and clients with publicly available emergency procedures, plans or public safety information and makes it available to the public in accessible format with communication supports upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Compliance deadline:	January 1 <sup>st</sup> , 2012
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Accessibility Requirement:	Accessible websites and web content
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Watford Roof Truss Ltd. will take the following steps to make all internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

Compliance deadline:	June 30, 2021
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<i>Employment Standard</i>	
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Accessibility Requirement:	Recruitment, assessment and selection processes
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Watford Roof Truss Ltd. will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. As well they will



<p>notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. Watford Roof Truss Ltd. will, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Informing employees of supports
<p>Watford Roof Truss Ltd. will inform the employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability.</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Accessible formats and communication supports for employees
<p>Watford Roof Truss Ltd. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:          Information that is needed in order to perform the employee's job          Information that is generally available to employees in the workplace</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Workplace emergency response information
<p>Watford Roof Truss Ltd. will provide individualized workplace emergency response information to employees who have a disability, if the information is necessary and the employer is aware of the need for accommodation due to the employee's disability. If the employee who received the individualized workplace emergency response information requires assistance, with the employee's consent, Watford Roof Truss will provide that information to the designated assistant.</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Documented individual accommodation plans
<p>Watford Roof Truss Ltd. Will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Return to work process
<p>Watford Roof Truss Ltd. Will have in place a return to work process for any employee who has been absent from work due to a disability and require disability-related accommodations in order to return to work.</p>	
Compliance deadline:	January 1 <sup>st</sup> , 2016



Accessibility Requirement:	Performance management process
Watford Roof Truss Ltd. Will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities.	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Career development and advancement
Watford Roof Truss Ltd. will take into account the accessibility needs of the employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	
Compliance deadline:	January 1 <sup>st</sup> , 2016
Accessibility Requirement:	Redeployment
Watford Roof Truss Ltd. will take into account the accessibility needs of any employee with a disability, as well as individual accommodation plans, when redeploying employees with disabilities.	
Compliance deadline:	January 1 <sup>st</sup> 2016

Transportation Standard - N/A

Design of Public Spaces (Accessibility Standards for the Built Environment)	
Accessibility Requirement:	Make recreation trails and beach access routes accessible
N/A	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Make outdoor public eating areas accessible
N/A	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Make outdoor play spaces accessible
N/A	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Make exterior paths of travel accessible
N/A	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Make parking accessible (off-street and on-street)



Watford Roof Truss Ltd. will ensure off-street parking facilities and access aisles are available for people with disabilities in accordance with the Integrated Accessibility Standards Regulation.	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Make service counters, queuing guides and waiting areas accessible
N/A	
Compliance deadline:	January 1, 2018
Accessibility Requirement:	Maintain the accessible parts of your public spaces
Watford Roof Truss Ltd. will ensure the multi-year accessibility plans include: Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the regulation Procedures for dealing with temporary disruptions when accessible elements required under the regulation are not in working order.	
Compliance deadline:	January 1, 2018

Customer Service Standards	
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities
Watford Roof Truss Ltd. will develop, implement, and maintain polices governing the provision of goods, services, or facilities to persons with disabilities.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request
Watford Roof Truss Ltd. will prepare documents describing accessible customer service polices, provide on request, and notify that the documents are available on request.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	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



<p>Watford Roof Truss Ltd. will 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.</p>	
<p>Compliance deadline:</p>	<p>January 1, 2012</p>
<p>Accessibility Requirement:</p>	<p>Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Watford Roof Truss Ltd.'s goods, services, or facilities if the person's service animal is excluded from the premises</p>
<p>Watford Roof Truss Ltd. will ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Watford Roof Truss Ltd.'s goods, services, or facilities if the person's service animal is excluded from the premises.</p>	
<p>Compliance deadline:</p>	<p>January 1, 2012</p>
<p>Accessibility Requirement:</p>	<p>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</p>
<p>Watford Roof Truss Ltd. will 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.</p>	
<p>Compliance deadline:</p>	<p>January 1, 2012</p>
<p>Accessibility Requirement:</p>	<p>Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability</p>
<p>Watford Roof Truss Ltd. may require a person with a disability to be accompanied by a support person when on the 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.</p>	
<p>Compliance deadline:</p>	<p>January 1, 2012</p>
<p>Accessibility Requirement:</p>	<p>Provide advance notice if there is an admission charge for a support person</p>
<p>N/A</p>	



Compliance deadline:	January 1, 2012
Accessibility Requirement:	Waive the admission charge when a support person is required to accompany a person with a disability
N/A	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities
Watford Roof Truss Ltd. will notify the public of any temporary disruptions to the goods or services being provided. This information will include the reason of the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request
Watford Roof Truss Ltd. will prepare a document on temporary disruption of services, provide document upon request, and notify that the document is available upon request.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Provide accessible customer service training to all staff
<p>Watford Roof Truss Ltd. shall ensure proper training about the provision of their goods or services is provided to:</p> <ul style="list-style-type: none"> <li>-Every person who deals with members of the public or third parties on behalf of the provider</li> <li>-Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or third parties.</li> </ul>	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training
Watford Roof Truss Ltd. will provide changes to policies to staff on an ongoing basis and keep records of the training.	
Compliance deadline:	January 1, 2021



Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request
Watford Roof Truss Ltd. will prepare a document describing the training policy, and provide a copy of this document on request, and notify that the document is available upon request.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities
Watford Roof Truss Ltd. will establish a feedback process for providing goods services, or facilities to persons with disabilities.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request
Watford Roof Truss Ltd. will prepare a document on the feedback process, provide a copy of the document on request, and notify that the document is available upon request. Watford Roof Truss Ltd. will also ensure persons are able to provide feedback in person, by telephone, in writing, or by delivering an electronics text by email or on diskette or otherwise.	
Compliance deadline:	January 1, 2012
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support
Watford Roof Truss Ltd. will ensure documents or information given to a person with a disability are offered in an accessible format or with communication support.	
Compliance deadline:	January 1, 2012

#### Review and Update

This document was created on June 2021 and must be reviewed and updated by June 2026.