



Accessibility Policy

Established: October 13, 2015

Revised: November 1, 2017

Intent

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Ontario One Call is committed to providing a work environment that is accessible and inclusive to all persons who work or visit our workplace. Ontario One Call will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable, by making adjustments or modifications to the work or work environment, up to the point of undue hardship. Accommodation may be temporary, or permanent, based on the requirements of the individual.

Definitions

Ontario One Call will strive to ensure that its policies, practices and services provided are consistent with the following core principles as outlined in the AODA.

Disability: Under the AODA, the definition of “disability” is the same as the definition in the Ontario Human Rights Code:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Ontario One Call strives to ensure that persons with a disability are provided consideration and support to safeguard their rights to dignity, independence, integration and equal opportunity.

Communication

When communicating with a person with a disability, Ontario One Call will do so in a manner that takes into account the person’s disability. Ontario One Call commits to provide training regarding how to



interact and communicate with persons with various types of disabilities.

Service Animals, Support Persons and Assistive Technology

Ontario One Call welcomes service animals, support persons and assistive technology utilized by persons with a disability. There may be some restrictions to service animals in extenuating circumstances so please contact Human Resources for more information if needed.

Employment

Ontario One Call is committed to fair and accessible employment practices and is willing to provide accommodations at any point in the employment relationship, from recruitment, to advancement, and returns to work.

Emergency Response

Ontario One Call has posted in all of its facilities clearly labelled emergency exit plans. These plans are available in alternate electronic format upon request. In addition, upon orientation, all employees are advised of emergency evacuation procedures. This information is available to all visitors to Ontario One Call.

Ontario One Call is committed to providing customized emergency response plans to employees upon request.

Requests for Medical Information

In order to support an accommodation request, Ontario One Call may request medical information. Human Resources will make requests for medical information only if the request clearly relates to the accommodation being sought or if the employee's needs are complex or unclear. The focus of the request for information will be on the functional limitations associated with the employee's disability, rather than the diagnosis.

Notice of Planned or Unplanned Disruption in Services and Facilities

In the event of a service disruption to employees or members of the public, it is the responsibility of individual service areas (i.e. Human Resources, IT Services, etc.) to take reasonable steps to report such disruption in a timely fashion through appropriate information channels. Such channels include, but are



not limited to, the Ontario One Call website, temporary signage on or immediately adjacent to the affected area, and/or communication via email to affected individuals or groups. In accordance with the AODA, notice must be conspicuous and indicate any alternatives that exist to allow access to persons with disabilities during the disruption.

Training

Ontario One Call will provide training to 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.

Feedback

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be forwarded by telephone, in person, in writing, by email, on diskette or otherwise. Ontario One Call will make best efforts to provide a response in the same format in which the feedback was received. Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. Ontario One Call will respond within 21 working days to all formal feedback.

Feedback may be provided directly to:

- Mail: Human Resources, 1-104 Cooper Road, Guelph, ON, N1C 1C3
- Telephone: (519)265-8006 ext. 8823
- Fax: (519)837-5410
- Email: HR@on1call.com
- In person: Human Resources Manager, 1-104 Cooper Road, Guelph, ON