



UNITED LUMBER AND BUILDING SUPPLIES COMPANY LIMITED

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<p>Title: AODA Multi-Year Accessibility Plan</p>	<p>Written By: Health & Safety Manager Date: January 2014</p> <p>Approved By: Ed DeBiasio, President Date: January 19, 2016</p> <p>Current Version: 02 Last Revision Date: November 7, 2023 Last Date Reviewed: November 7, 2023</p>
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Intent

This accessibility plan outlines the strategy of United Lumber and Building Supplies Ltd to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement Of Commitment

United Lumber & Building Supplies Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Multi-Year Accessibility Plan

This plan is in effect from November 7, 2023 to December 31, 2025

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact For more information on this accessibility plan, please contact Krystle DeBiasio, HR Manager, at: Phone: 705-726-8132 x 131 Email: kdebiasio@unitedlumber.ca

Completed Initiatives

United Lumber and Building Supplies Ltd has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Accessible Emergency Information

United Lumber & Building Supplies Ltd. is committed to providing the customer and clients 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

United Lumber & Building Supplies Ltd. has provided training to all employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

United Lumber & Building Supplies has trained on:

- Our AODA Customer Service Policy has been trained to all staff
- Use an online module that outlines what employees and volunteers need to know about the AODA
- All new employees complete the module upon hire
- All new employees review the AODA Customer Service Policy upon hire

Information and Communications

United Lumber's website and content on our site conforms with WCAG 2.0. It has been run through an AODA filter to ensure it meets standard.

Our policies for AODA and this plan have been posted on our website in an accessible format. The AODA Customer Service Policy contains contact information for feedback regarding AODA. At the locations we have an AODA pamphlet available at our service desks and would be happy to provide printed copies of our policies upon request. The pamphlet also lists contact information for the feedback process.

Employment

United Lumber & Building Supplies Ltd. is committed to fair and accessible employment practices.

We have taken the following steps to notify the public and staff that, when requested, United Lumber & Building Supplies Ltd. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- We include an accommodation statement in our job ads for candidates to know we can provide accommodation when requested
- We include accommodation information in our employment offers

United Lumber & Building Supplies Ltd. has 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.

- We communicate the process in our AODA Employment Policy and notify all staff and Management of the requirement to contact HR for instruction on the Return to Work Process.

To ensure the accessibility needs of employees with disabilities are taken into account, where an employee with a disability so requests it, the Company will consult with the employee to provide, arrange and/or determine suitability for the provision of accessible formats and communication supports for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace.

United Lumber & Building Supplies Ltd. is prepared to create emergency preparedness plans for any employee requiring one. If an employee with a disability may need help during an emergency, they are to contact their Manager/Supervisor, JHSC representative or HR to start the process.

New and Ongoing Initiatives

United Lumber and Building Supplies Ltd plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Kiosks

To ensure the needs of people with disabilities are considered if designing, procuring or acquiring self-service kiosks, United Lumber & Building Supplies Ltd. will pass all Kiosk considerations by the Senior Workplace Compliance Committee prior to implementation.

Design of Public Spaces

United Lumber & Building Supplies Ltd. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible parking
- Service-related elements like service counters, fixed queuing lines, waiting areas, and bathrooms.

United Lumber & Building Supplies Ltd. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.