



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: 01 Last Revision Date: January 19, 2016 Last Date Reviewed: June 13, 2016</p>
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PURPOSE

This 2014-2021 accessibility plan outlines the policies and actions that United Lumber & Building Supplies Ltd. will put in place to improve opportunities for people with disabilities.

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.

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. will provide training to all employees and volunteers 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 and volunteers.

United Lumber & Building Supplies Ltd. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

- Create an AODA Customer Service Policy
- Create an online module that outlines what employees and volunteers need to know about the AODA Customer Service Policy
- Have all employees and volunteers complete the module by January 1, 2015.
- All new employees complete the module upon hire.

KIOSKS

To ensure the needs of people with disabilities are considered when 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.

INFORMATION AND COMMUNICATIONS

United Lumber & Building Supplies Ltd. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

To ensure that all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014, United Lumber & Building Supplies Ltd. will:

- Have the company website run through the AODA filter through the provider

To ensure that our feedback processes are accessible to people with disabilities upon request, United Lumber & Building Supplies Ltd. will take the following steps by **January 1, 2015**.

- Include feedback processes in our AODA Customer Service Brochure and have them available at our customer service desks at all locations.
- Post feedback processes on the company website

To ensure that all publicly available information is made accessible upon request by January 1, 2016, United Lumber & Building Supplies Ltd. will:

- Post our AODA Customer Service & Employment Policies on the company website
- Post this Multi-Year plan on the company website.

United Lumber & Building Supplies Ltd. will ensure that our websites and content conform with WCAG 2.0, Level AA by January 1, 2021 by:

- Coordinating at minimum an annual requirement to run the company website through the AODA filter by our website provider.

EMPLOYMENT

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

We will take 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.

- Include an accommodation statement in our job ads and/or by phone or email for candidates
- Include our accommodation policy info in our job offers.

United Lumber & Building Supplies Ltd. will take the following steps to develop and 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.

- Create an 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 if United Lumber & Building Supplies Ltd. is using performance management, and career development processes, both the employee and HR Manager will be consulted.

United Lumber & Building Supplies Ltd. will take the following steps to prevent and remove other accessibility barriers identified.

- Consult with the employee and HR Manager

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.

FOR MORE INFORMATION

For more information on this accessibility plan, please contact Krystle DeBiasio, HR Manager, at:

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

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