



# AODA Multi-Year Accessibility Plan

## **Accessibility Plan and Policies for Fabris Inc.**

This 2014-21 accessibility plan outlines the policies and actions that Fabris Inc. will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Fabris Inc. 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**

Fabris Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide Team Members with disabilities with individualized emergency response information, when necessary.

### **Training**

Fabris Inc. will provide training to Team Members, volunteers and other Team Members on Ontario's accessibility laws and on the Human Rights Code as it relates to the people with disabilities. Training will be provided in a way that best suits the needs of Team Members, volunteers and other Team Members.

Fabris Inc. will take the following steps to ensure Team Members are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Training will be provided to all relevant Team Members on the Customer Service Standard and to newly hired relevant Team Members within 3 months of their date of hire.
- Training will be provided to all relevant Team Members within a reasonable time frame as it relates to all other AODA standards.

### **Information and Communication**

Fabris Inc. 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. Fabris Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Attachments will be made available in text format to allow for accessibility through assistive devices, upon request.
- Visitor Safety Information will be made available in text format to allow for accessibility through assistive devices, upon request.

Fabris Inc. will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Attachment of the Customer Service Standard will be accessible on the website detailing the Customer Feedback contact information and procedures.
- Attachments will be made available in text format to allow for accessibility through assistive devices, upon request.

Fabris Inc. will take the following steps to ensure all publicly available information is made accessible upon request by January 1, 2016.

- Attachments will be made available in text format to allow for accessibility through assistive devices, upon request.

## **Employment**

Fabris Inc. is committed to fair and accessible employment practices. When requested, Fabris Inc. will accommodate people with disabilities during the recruitment and assessment processes and when hired.

Fabris Inc. will develop and put in place for developing individual accommodation plans and return to work policies for Team Members that have been absent due to disability.

Fabris Inc. will ensure the accessibility needs of Team Members with disabilities are taken into account if Fabris Inc. is using performance management, career development and redeployment processes.

Fabris Inc. will take the following steps to prevent and remove other accessibility barriers identified.

- Upper levels within Fabris Inc. shall be accessed by way of elevator located on the North West side of the building, next to the SWAT room.
- Fabris Inc. encourages dialogue about what is required and will respond to reasonable request.

## **Design of Public Spaces**

Fabris Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. At Fabris Inc., public spaces include: Outdoor paths of travel, such as sidewalks, ramps, curb ramps and accessible off street parking.

Fabris Inc. 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 service disruptions through our website and ensure alternatives are available.

## **Questions about this Policy**

For more information on this accessibility plan, copies of Fabris Inc.'s Customer Service Standards Policies, Procedures and Practices are available free upon request, in writing, by email or verbally. If anyone has a question about the policy or if the purpose of the policy is not understood, an explanation should be provided by or referred to the Accessibility Coordinator of Fabris Inc. which can be reached in person, by telephone at 905.643.4111 or by email at [hr@fabris.com](mailto:hr@fabris.com).