



# **TUBE-MAC INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY**

## **1.0 STATEMENT OF COMMITMENT**

Tube-Mac Piping Technologies Ltd. (Tube-Mac) 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 and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## **2.0 PURPOSE**

This policy is intended to meet the requirements of the AODA and is created in conjunction with our AODA Customer Service Policy.

## **3.0 SCOPE**

This policy applies to Tube-Mac facilities and all Tube-Mac employees.

## **4.0 RESPONSIBILITIES**

4.1 The VP of Operations and Management are responsible for:

- a) Approval of this policy and ensuring it is properly administered within their area(s) of responsibility, and
- b) Ensuring that accessibility is considered when reviewing or creating company policies, procedures or when making decisions on office purchases/renovations.
- c) Accessibility reporting
- d) Overall administration of the AODA policies and procedures

4.2 The Supervisors and Department Managers are responsible for:

- a) Ensuring they are aware of and compliant with this policy and associated procedures
- b) Ensuring their staff are appropriately trained on AODA standards, and
- c) Communicating accessibility matters with appropriate parties.

4.3 The Employees/Contractors representing Tube-Mac are responsible for:

- a) Ensuring awareness and understanding of this policy and procedures, and
- b) Completing mandatory AODA training.

## **5.0 INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)**

The IASR includes five (5) standards in the areas of:

- 1. Information and Communications
- 2. Employment
- 3. Transportation (applies only to provincially managed transportation services)
- 4. Design of Public Spaces
- 5. Customer Service (AODA Customer Service Policy)

### **5.1 Information and Communications**

Tube-Mac is committed to meeting the communication needs of people with disabilities. When asked, Tube-Mac will provide information and communications material in accessible formats or with communication supports. This includes publicly available information about goods, services, and facilities, as well as publicly available emergency and safety information. Tube-Mac will consult with people with disabilities to determine their information and communication needs. Tube-Mac will ensure existing feedback processes are accessible to people with disabilities upon request. Tube-Mac will make its website and content conform to the Accessibility for Ontarians with Disabilities Act.

## 5.2 Employment

Tube-Mac is committed to fair and accessible employment practices and will notify the public and staff that (when requested) the company will accommodate disabilities during recruitment and assessment processes and when individuals are hired. If needed, Tube-Mac will create an individual accommodation plan and/or workplace emergency information for any employees who have a disability. Tube-Mac's performance reviews, return-to work policies will consider the accessibility needs of employees with disabilities.

## 5.3 Transportation

Tube-Mac does not provide provincially managed transportation services.

## 5.4 Design of Public Spaces

Tube-Mac will meet the Accessibility Standards for the design of public spaces when building or making major modifications to public spaces. In the event of a service disruption, Tube-Mac will notify the public of the service disruption and alternatives available. Tube-Mac has not constructed a new facility or undergone a major renovation since January 1, 2017.

## 5.5 Customer Service

The AODA Customer Service policy applies to the provision of goods and services Tube-Mac facilities provide and include all employees working within.

## 5.6 Training

Tube-Mac is committed to training employees and volunteers on Ontario's accessibility laws and on accessibility aspects of the Ontario Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and others that represent the organization. This training will be included in the orientation process, within ten (10) business days of the employee's start date. Training will include but is not limited to, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities.

Tube-Mac will take the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessibility laws. Tube Mac will utilize the online video programs created and hosted by the Ontario Human Rights Commission, Working Together: The Code and AODA., and Access Forward Videos. The programs includes sections on:

The Code  
Understanding the duty to accommodate  
Applying human rights principles  
Compliance and enforcement  
Customer Service Standard

In addition, Tube-Mac's policy and multi-year plan will be reviewed during the training session. Training records will be kept as a record of who has been trained and when they were trained.

### 5.7 Modifications to This or Other Policies

Any policy of Tube-Mac that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.