



PK Construction Inc.

Accessibility Policy

PURPOSE

The purpose of this policy is to address the accessibility requirements of Ontario Regulation 429/07, Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

POLICY STATEMENT

PK Construction Inc. is committed to the elimination of barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

PK Construction Inc. recognizes the diverse needs of all residents and customers, and will respond by striving to provide services and facilities that are accessible to all.

PRINCIPLES

Reasonable efforts will be made to ensure that:

- Persons with disabilities are provided equal opportunity to obtain, use, and benefit from PK Construction Inc.'s goods and services.
- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The goods and services provided to persons with disabilities are integrated with the provision to users of the same goods and services unless an alternate measure is necessary to allow a person with a disability to fully benefit. The alternate measure may be temporary or permanent.
- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- Persons with disabilities may use assistive devices, service animals, and support persons as is necessary to access PK Construction Inc.'s goods and services unless superceded by other legislation.

SCOPE

This policy will apply to management, project managers, site superintendents, site workers, office staff, and all subcontractors who represent PK Construction Inc. Inc.

PK Construction Inc.

December 2012

DEFINITIONS

Devices Definition

Assistive aids and devices are used to replace, compensate for, or improve the functional abilities of people with disabilities. They include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls, and respiratory devices.

Barrier Definition

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

Disability Definition

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the Ontario Human Rights Code, is:

- 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 co-ordination, blindness or visual impediment, deafness or hearing 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
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

PROCEDURES

1.0 Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use or benefit from PK Construction Inc.'s goods or services is recognized unless otherwise prohibited due to health and safety or privacy issues.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Where applicable assistive devices owned and operated by PK Construction Inc. will be available for use by persons with disabilities. Appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the use of these devices if requested for use by an individual.

2.0 Communication

PK Construction Inc. will communicate with people with disabilities in ways that take into account their disability.

3.0 Service Animals

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods or services provided by PK Construction Inc.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

3.0 Support Persons

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods or services provided by PK Construction Inc.

If a support person accompanies a person with a disability, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed, consent must be received from the person with the disability.

Where fees for goods and services are charged, PK Construction Inc. shall ensure that notice is given in advance about the amount, if any that would be charged to a support person.

PK Construction Inc. may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others on the premises. This will only occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access PK Construction Inc.'s goods or services.

4.0 Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access PK Construction Inc.'s goods or services, notice of the disruption shall be provided in advance.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems, if any, that may be available.

Notice may be given by posting the information in a conspicuous place on the premises owned or operated by the provider of goods or services by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

5.0 Training

PK Construction Inc. is committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities.

PK Construction Inc. shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- Management, project managers, site superintendents, all staff, and trades who interact with the public or other third parties on behalf of PK Construction Inc.

The training shall include but is not limited to the following:

- Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of Ontario Regulation 429/07 Accessibility Standards for Customer Service.
- How to interact and communicate with people with various types of disability.
- How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or the assistance of a support person.
- What to do if a person with a particular type of disability is having difficulty accessing PK Construction Inc.'s goods or services.

Training shall be provided to each person as soon as practicable after he or she is assigned the applicable duties as well as on an ongoing basis as changes occur to PK Construction Inc.'s policies, procedures and practices governing the provision of goods or services to persons with disabilities.

PK Construction Inc. will keep detailed records of the training provided for reporting purposes.

6.0 Responsibilities

- Ensuring compliance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service*
- Communicating, coordinating and/or providing service to a person with a disability regarding the use, or who may use a, service animal, support person or assistive device
- Providing notification of service disruptions
- Providing Accessible Customer Service training in order to comply with *Ontario Regulation 429/07, Accessibility Standards for Customer Service*
- Maintaining training records
- Communicating all policies, procedures and practices to staff
- Ensuring compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service