



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Table of Contents

1. STATEMENT OF COMMITMENT	Page 2
2. TRAINING	Page 2
3. INFORMATION AND COMMUNICATION	Page 2
4. EMPLOYMENT	Pages 3-4
5. DESIGN OF PUBLIC SPACE	Page 4
6. ACCESSIBILITY EMERGENCY INFORMATION	Page 5
7. FOR MORE INFORMATION	Page 5
8. ACCESSIBLE CUSTOMER SERVICE POLICY	Page 5
8.1 Intent	Page 5
8.2 Commitment	Pages 5
8.3 Application	Page 5-6
8.4 Communication	Pages 6
8.5 Assistive Devices	Pages 6-7
9. USE OF SERVICE ANIMALS AND SUPPORT PERSONS	Page 7
10. NOTICE OF DISRUPTIONS IN SERVICE	Page 8
11. FEEDBACK PROCESS	Page 8
12. TRAINING	Page 8-9
13. QUESTIONS ABOUT THIS POLICY	Page 9

DATE APPROVED: 5/16/18

APPROVED BY: *[Signature]*
Brandon Wedlock, General Manager

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 1 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

MULTI-YEAR ACCESSIBILITY PLAN

Statement of Commitment

Wedlock Paper Converters Limited is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities, and to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in the same way and same place as other customers.

Wedlock Paper Converters will establish accessibility plan and post the plan on its website. This plan will be reviewed at least once every 5 years and will include senior management commitment and approval.

Training

Wedlock Paper Converters Limited will provide training to employees and other staff members on Ontario accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members. This will be achieved by January 1, 2015.

1. Employees who have direct client interface or responsible for policy development, implementation, or compliance will receive detailed AODA training.
2. All employees will be made aware of:
 - a. the organization's AODA policy
 - b. the Multi-Year Accessibility Plan (by posting it in high-traffic areas)
 - c. the organization's human rights policy and other inclusive policies
 - d. the Ontario Human Rights Code
3. As new employees are hired they will be covered on the above.
4. As new policies are introduced that may impact the above, employees will be trained and / or notified of such change in accordance with their duties.

Information and Communication

Wedlock Paper Converters Limited 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.

Wedlock Paper Converters will:

- Post the AODA policy and multi-year plan on the website
- Ensure management and staff are aware of the need to accommodate upon request through training

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 2 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

- Direct requests to Human Resources
- Ensure new websites and web content is accessible according to the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.0 Level A by January 1, 2015. This will be achieved by:
 - Consultation with Website Developer/ IT to ensure compliance with WCAG guidelines
 - Regular review of WCAG guidelines for changes and updates
 - Development of progress plan for accessibility
- Ensure all websites and web content conform with WCAG 2.0 Level AA by January 1, 2021. This will be achieved by:
 - Consultation with Website Developer / IT to ensure compliance
 - Review of WCAG guidelines
 - Development of project plan for implementing changes
- Make feedback processes accessible. This will be achieved by January 1, 2015:
 - Review all feedback processes internally and externally and determine what feedback processes will be provided upon request
 - Provide accessible formats and communications supports when requested
- Provide accessible formats and communications supports in a timely manner and at no additional cost when a person with a disability asks for them. This will be achieved by: December 1, 2015
 - Ensure format is provided within 24 hours from time of request
 - Provide text-only files to people who may need to use screen-read software
- Make public emergency information accessible when requested
 - Advise people with disabilities who access the facilities what the emergency processes will be, if required

Employment

Wedlock Paper Converters Limited is committed to fair and accessible employment practices. It will take the following steps to notify the public and staff, when requested Wedlock Paper Converters Limited will accommodate people with disabilities during the recruitment and assessment processes when people are hired. To be achieved by January 1, 2016.

1. Job postings to include statements that accommodations will be made for people with disabilities.
2. Statement of accommodation to be included on all posting sites.
3. Notify applicants based on required accommodation method.
4. Identification of barriers for interviews: location, time, supports, paper, room set-up. Etc.
5. Establish interview guidelines
6. Refer to accommodation policies in letter of offer/ employment contract, and review of employment policies

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 3 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Wedlock Paper Converters Limited 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 disabilities.

1. Circulation of policies to management and staff for review
2. Training of management / supervisory staff on accommodation
3. Develop and document individual accommodation plans as required but no less than annually
4. Development of a return to work policy and procedure, including steps to facilitate the return to work

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Wedlock Paper Converters Limited is using performance management, career development, and redeployment processes.

1. The needs of the employee shall be taken into consideration when providing career development and advancement to its employees with disabilities.

Wedlock Paper Converters Limited will take the following steps to prevent and remove other accessibility barriers identified:

1. Identify communication supports available to employees such as large print, text-reader software, translation, etc.
2. Provide individualized emergency response plan for employees with disabilities where necessary and ensure appropriate parties (as agreed to by the employee) within the organization are made aware of the plan (with employee consent). Such plans shall be reviewed as necessary but not less than on an annual basis.

Design of Public Space

Wedlock Paper Converters Limited will meet the Accessibility Standards for the Design of Public Space when building or making major modifications to public space. Public spaces include:

- outdoor eating areas
- outdoor paths of travel like sidewalk, ramps, stairs, curb ramps
- accessible off-street parking
- service-related areas like service counters and waiting areas

Wedlock Paper Converters Limited will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 4 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

1. Make modifications to level entrance at rear of building for access to the building. Current accessibility assessment identified stairs-only access to the building made it inaccessible for customers and / or employees with mobility issues, in particular where a walker or wheelchair is used.

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

Accessibility Emergency Information

Wedlock Paper Converters Limited is committed to providing the customers 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.

For More Information

For more information on this accessibility plan, please contact:

- AODA Coordinator
- AODA@wedlockpaper.com
- 905-277-9461 x 301
- 2327 Stanfield Rd, Mississauga, ON L4Y 1R6

A.O.D.A – Accessible Customer Service Policy

Intent

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Commitment

Wedlock Paper Converters Limited is committed:

1. to providing its goods and services in a way that respects the dignity and independence of persons with disabilities, and
2. to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in the same way and same place as other customers.

Application

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 5 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

This policy applies to employees, agents and/or contractors who deal with the public or other third parties that act on behalf of Wedlock Paper Converters Limited, including when the provision of goods and services occurs off the premises of Wedlock Paper Converters Limited such as in: delivery services, vendors, drivers, etc.

Wedlock Paper Converters Limited is committed to the development of policies that respect and promote the dignity and independence of persons with disabilities. No amendments or modifications will be made to this policy before the impact on persons with disabilities is considered.

This policy will be reviewed as required to ensure compliance with legislative changes.

The Provision of Goods and Services to Persons with Disabilities

Wedlock Paper Converters Limited will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner; and
- taking into account individual needs when providing goods and services.

Communication

Wedlock Paper Converters Limited will communicate with persons with disabilities in ways that takes into account their disability. Employees who communicate with customers will be trained on how to interact and communicate with people with various types of disabilities.

Wedlock Paper Converters Limited will offer to communicate with customers by email if telephone communication is not suitable to their communication needs.

Assistive Devices

An assistive device is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities.

Personal assistive device(s) are devices that customers bring with them that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 6 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Wedlock Paper Converters Limited.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where ramps or elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Assistive devices provided by Wedlock Paper Converters Limited include the following:

- persons with mobility issues requiring the use of wheelchairs, walkers etc. may use accessible entrance at rear of building. Signage will indicate location.

Wedlock Paper Converters Limited will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Use of Service Animals and Support Persons

Service Animals

Wedlock Paper Converters Ltd. is committed to welcoming persons with disabilities who are accompanied by a service animal.

A customer with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to service animals.

If a service animal is excluded by law the Company will offer alternative methods to enable the person with a disability to access goods and services, when possible.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Wedlock Paper Converters Limited may request verification from the customer.

Support Person

If a support person accompanies a customer with a disability, Wedlock Paper Converters Limited will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed or shared, consent will be obtained from the customer, prior to any such conversation.

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 7 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Wedlock Paper Converters Limited in the event of any temporary disruptions to the facilities or services used by persons with disabilities reasonable efforts will be made to provide advance notice. The notice will include information about facilities or services that are disrupted or unavailable; reason for the disruption; duration; and a description of alternative facilities or services, if available.

Notice will be made by posting on public entrances and reception; by contacting customers with appointments; verbally notifying customers when they are making a reservation or appointment; or by any other method that may be reasonable under the circumstances.

Feedback Process

Wedlock Paper Converters Limited shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by postings on the website and / or on premises.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

- AODA Coordinator
- AODA@wedlockpaper.com
- 905-277-9461 x 301
- 2327 Stanfield Rd, Mississauga, ON L4Y 1R6

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 8 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
Authorized by: Human Resources Dept.			



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

- a) all employees, agents and/or contractors who deal with the public or other third parties that act on behalf of Wedlock Paper Converters Limited.
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Wedlock Paper Converter’s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Wedlock Paper Converters Limited will provide training employees, agents and/or contractors who deal with the public or act on our behalf. Training will be provided to new employees during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Wedlock Paper Converters Limited will keep a record of training that includes the dates training was completed.

Questions About This Policy

Any or concerns about this policy or its related procedures may be addressed to:

- AODA Coordinator
- AODA@wedlockpaper.com
- 905-277-9461 x 301
- Wedlock Paper Converters Limited, 2327 Stanfield Rd, Mississauga, ON L4Y 1R6

Doc Ref: HRP-001	Revision:	Date: 18 December 2017	Page 9 of 9
Title: Accessibility for Ontarians with Disabilities Act (AODA) Policy			
Owned by: Wedlock Paper Converters Limited			
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