



# XYZ Storage

## Accessibility Policy

**Version 2.0**

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## Introduction

The objective of the policy is to govern the provision of XYZ Storage services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and standards referred to in the Regulations. The Government of Ontario has developed a phased-in approach to reaching its objective of making the province of Ontario fully accessible by 2025. XYZ Storage strongly supports this important objective and this policy outlines the rules and standards that XYZ Storage will implement and maintain in order to achieve this objective and to meet the requirements under the AODA and its regulations. These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communication and employment standards.

## Statement of Commitment

XYZ Storage is committed to treating all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information or use our services, 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 persons with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting legislative accessibility requirements. The purpose of this policy is to provide a framework through which XYZ Storage can achieve service excellence for people with disabilities and meeting accessibility standards in accordance with the Integrated Accessibility Regulations of the Accessibility for Ontarians with Disabilities Act (“AODA”).



## General Standards

### Accessibility Plan

XYZ Storage will establish, implement, maintain and document a Multi-year Accessibility Plan outlining our strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with the AODA. The Plan will be reviewed and updated at least once every five years and will be posted on XYZ Storage's internal website. Upon request, we will provide a copy of the Plan in accessible format.

### Training for Staff

XYZ Storage will ensure that employee training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code. The training will be appropriate to the duties of the employee. XYZ Storage will keep records of the training provided, including the dates on which the training was provided. XYZ Storage will provide training about accessible goods and services to employees, volunteers and others who deal with members of the public or other third parties on our behalf. XYZ Storage will provide training about accessible goods and services to employees who participate in developing XYZ Storage's policies, practices, and procedures governing the provision of goods and services to the public. In addition, training will be provided as part of the orientation training for new employees to employees, volunteers and others who interact with members of the public who wish to obtain, use or benefit from services provided by XYZ Storage. XYZ Storage will provide training to new employees who participate in developing XYZ Storage's policies, practices, and procedures governing the provision of goods and services to the public. XYZ Storage will provide training on an ongoing basis whenever changes are made to relevant policies, procedures, and practices. The training will be provided as soon as practicable after the new employee is assigned his/her duties.



Training will include:

All Employees:

- An overview of the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the standards referred to in the regulations

[Ontario Human Rights code and AODA](#)

- XYZ Storage's accessibility policy and plan

Employees and Managers that Interact on behalf of the company/ customer engagement / involved in the creation and distribution of all forms of information and communication will receive additional training in the following:

- [Customer Service Training Module](#)
- [Information and communication Standard](#)

Staff will also be trained when changes are made to our accessibility policy.

## Information and Communication Standards

### Feedback Process

XYZ Storage welcomes feedback regarding the way in which the company provides services to persons with disabilities. XYZ Storage will ensure that our process for receiving and responding to feedback is acceptable to persons with disabilities by providing or arranging for the provision of accessible formats and communication support, upon request. To provide feedback regarding XYZ Storage's Accessibility Policy please email Leslie Kellen - [leslie@xyzstorage.com](mailto:leslie@xyzstorage.com)

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## **Accessible Emergency Response Information**

XYZ Storage is committed to providing its customers with information concerning emergency procedures in an accessible manner upon request.

## **Accessible Websites and Web Content**

XYZ Storage is committed to ensuring that the information it makes available on its websites are accessible to all users:

- a. By January 1, 2014, new internet websites and web content on those sites conform with WCAG 2.0 Level A.
- b. By January 1, 2021, all internet websites and web content will conform with WCAG 2.0 Level AA.

## **Employment Standards**

### **Recruitment**

XYZ Storage will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

When applicants are selected to participate further in an assessment or selection process, they will be told that accommodations are available upon request.



## **Notice to Successful Applicants**

When making offers of employment, XYZ Storage will notify the successful applicant of its policies for accommodating employees with disabilities.

## **Documented Individual Accommodation Plans**

XYZ Storage will maintain a written process for the development of documented individual accommodation plans for Employees with disabilities. In addition, the plan will include individualized emergency response information.

## **Return to Work Process**

XYZ Storage will maintain a written return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

## **Performance Management, Career Development and Advancement & Redeployment**

XYZ Storage will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employee or when redeploying employees.

## **Workplace Emergency Response Plans**

XYZ Storage will provide individualized workplace emergency response information when necessary to employees who have a disability. Where the employee requires assistance, we will



provide the workplace emergency response information to the person designated to provide assistance and support to the employee.

## **Providing Goods and Services to People with Disabilities Standards**

XYZ Storage respects and celebrates the diversity of people who make up the community. We are committed to excellence in serving the diverse community, including persons with disabilities, and we will carry out our service goals in the following areas:

### **Communication**

XYZ Storage will communicate with people with disabilities in ways that take into account their individual requirements. We will train our employees how to effectively interact and communicate with people who have various disabilities.

### **Telephone Services**

XYZ Storage is committed to providing fully accessible telephone services including access to appropriate assistive technologies. We will train employees to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will make our employees familiar with telephone technologies intended for people with disabilities.

### **Assistive Devices**

XYZ Storage welcomes persons with disabilities to use assistive devices to obtain, use, or benefit from our services. We will ensure that our employees are trained in the use of the various assistive devices that may be used by our customers with disabilities while accessing our goods and services.



## Use of Service Animals and Support Persons

### Service Animals

XYZ Storage welcomes persons who are accompanied by a trained service animal. Service animals are allowed on our premises that are open to the public.

### Support Persons

XYZ Storage welcomes persons who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## Notice of Temporary Disruption

XYZ Storage will provide notice in the event of a planned or unexpected disruption in the facilities or accessible services usually used by people with disabilities to access XYZ Storage's goods or services. Although XYZ Storage cannot provide the same guarantee in emergency temporary disruption situations, every reasonable effort will be made to give adequate notice. A notice regarding a temporary disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



## Appendix A: Revision History & Approvals

Document Owner	Issue/Revised Date	Reason for Changes	Version	Approver
XYZ Storage Health & Safety Committee	6/6/2017	Initial release of AODA – Integrated Accessibility Standards Policy	1	Leslie Kellen – Director of Operations
	28/5/2019	All Canadian Self Storage has rebranded to XYZ Storage.	2	Leslie Kellen – Director of Operations