	Date of issue: September 23, 2015
Policy: Accessibility	AP009
Author: Lorie Desroches	Revision # B

Accessibility

Background:

IFM is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

IFM understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

IFM is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

IFM is committed to excellence in serving all customers including people with disabilities.

Policy Statement:

IFM is committed to providing goods, services and facilities that respect and promote the dignity and independence of people with disabilities

Scope:

This policy applies to all IFM employees, supervisors and managers as well as production supervisors and any visitors or outside contractors.

Communication:

IFM is committed to meeting the communication needs of people with disabilities. When requested, IFM will provide information and communications materials in accessible formats or with communication supports.



Recruitment and Employment:

1. IFM will, when requested, accommodate disabilities in the recruitment and assessment process.
2. IFM will endeavour to accommodate the accessibility needs of employees with disabilities.
3. If required, IFM will provide customized workplace emergency information to employees who have a disability.

Communication:

IFM is committed to meeting the communication needs of people with disabilities. When requested, IFM will provide information and communications materials in accessible formats or with communication supports.

Assistive Devices:

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Use of service animals and support persons:

If a person with a disability is accompanied by a guide dog, other service animal, or support person, IFM shall ensure that the person is permitted to enter the facility and to keep the animal/support person with him or her. (Access for service animals will be limited to public space; i. e. front foyer and reception area).

In order to protect the health and safety of the person with a disability, IFM may require the visitor be accompanied by a support person when on the premises.

In such cases, IFM will consult with the person with the disability prior to initiating this requirement.



Notice of temporary disruptions:

IFM will give notice of any temporary disruption that could result in restricted access to the IFM facility by persons with disabilities.(Form HS#055)

Notice of disruptions with explanation and timelines will be posted on IFM’s company website and at the location of the disruption. These notices will be made available upon request.

Communication/Training:

IFM’s will ensure all staff receives training on accessible customer service to:

- All employees
- Employees working directly with the public
- Anyone involved in developing our policies

Accessibility policy will be presented to all new employees as part of their health and safety orientation and will be completed within 10 working days after their initial start date.

Staff will also be trained on any changes or updates to IFM’s policy

Records of training will be retained and will included date of training, nature of training and staff attendees.

A copy of this policy will be made available to staff or members of the public upon request. This policy can be provided in accessible format upon request

Feedback:

IFM’s welcomes any feedback on its accessibility policies. Customer feedback will help us identify barriers and respond to concerns.

Customers can provide feedback by accessing the IFM website and completing form HS#054

Any feedback, including complaints will be directed to the Human Resources Manager.

Customer can expect to hear back within 7 business days

Accessible formats and communication supports will be provided upon request to ensure that the feedback process is accessible to persons with disabilities.



Date: Sept 23, 2015
Document Drafted by:

H&S Coordinator:



Lorie Desroches

Reviewed and accepted by:

Human resources:


Lynn Brandon

President:


Dan Williams

Revision History

Revision#:	Changes:	Date:
A	Initialization of form	Sept 24, 2015
B	Updated policy to include: Use of service animals, notice of disruptions, training, feedback mechanism	July 17, 2017
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