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Multi-Year Accessibility Plan

This multi-year accessibility plan for 2014 - 2021 aims to outline the policies and practices that Hy-Mark will put in place to improve opportunities for people with disabilities.

Our Commitment

Hy-Mark carries out all their activities guided by a set of core values:

1. We aspire and pledge to be the best.
2. We are respectful and kind.
3. We have fun.
4. We are professional in all that we do.
5. We have integrity and keep our commitments.
6. We listen to learn and communicate effectively.
7. We are world class innovators.
8. We celebrate the successes of one another.
9. We take pride in our workmanship.
10. We take personal ownership and responsibility.

In keeping in line with these core values, Hy-Mark is committed to treating all people in a way that respects their dignity and independence, and we believe in integration and equal opportunity. Hy-Mark is committed to meeting the needs of people with disabilities in a timely manner, and will achieve that by removing and preventing barriers to accessibility. Hy-Mark will take the steps necessary to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Hy-Mark is committed to ensuring that customers and clients are provided with accessible emergency information upon request. Team members with disabilities will also be provided with personalized emergency response information when necessary.

Training

Hy-Mark will provide training to its team members that regularly deal with the public on accessibility laws and the Human Rights Code as it relates to people with disabilities. Training is to be provided in a manner that best suits the duties of team members. Hy-Mark will take the following steps to make sure that team members are provided with training needed to meet Ontario's accessible laws by **January 1, 2015.**

- Ensuring that new team members go through an orientation program that includes training on Integrated Accessibility Standard Regulations and the Human Rights Code as it relates to people with disabilities



Information and communications

to meet the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Websites

Hy-Mark will take the following steps to make all new websites and content on those sites conform to WCAG 2.0 Level A by January 1, 2014.

- Assess existing website design and content to check for conformity with WCAG guidelines and update where possible
- Ensure that new content or future redesigns are consistent with WCAG 2.0 Level A

Hy-Mark will take the following steps to make all websites and content on those websites conform to WCAG 2.0 Level AA by January 1, 2021

- Periodically review existing website design and content and perform gradual updates of to increase accessibility from Level A to Level AA
- Ensure that major redesigns or future content is consistent with WCAG 2.0 Level AA

Publicly available information

Hy-Mark will take the following steps to ensure that all publicly available information is made accessible upon request by January 1, 2016

- Evaluate current formats of publicly available information to determine possible accessibility barriers and modify where possible
- Consult with people with disabilities to determine the best method available to provide them with the information in an accessible format
- Provide accessible information as soon as possible after it is requested

Feedback

Hy-Mark will take the steps below to ensure that existing feedback processes are accessible upon request to people with disabilities by January 1, 2015.

- Existing feedback processes include telephone, email or regular mail
- People with disabilities are also encouraged to provide feedback in another format that is convenient to them
- People with disabilities, where possible, will be asked what method is most convenient for them to provide feedback.



Employment

Hy-Mark believes that treating everyone in a way that respects their dignity and independence also extends to our hiring practices, of which our core values are a big part.

By January 1, 2016, we will take the following steps to notify the public and staff that when requested, Hy-Mark will accommodate people with disabilities during the recruitment processes and when team members are hired.

- Job listings will list that accommodations for people with disabilities will be made

Hy-Mark will take the steps outlined below to develop and implement a process for developing personalized accommodation plans and return-to-work policies for team members that have been absent due to a disability or have a temporary disability.

- Consultation with the team member with a disability to discuss ways that the person can be accommodated
- Updating current Return-to Work policies to ensure that they take into account accommodation for team members with disabilities

Hy-Mark will ensure the accessibility needs of team members with disabilities are taken into account if we are using performance management, career development and redevelopment processes.

- Assess the processes to verify that they take into account the accessibility needs of the team member
- Modify the processes where possible or necessary to ensure that the accessibility needs of the team member are met while still preserving their dignity and independence

Hy-Mark will also take the steps outlined below to prevent and remove any other barriers to accessibility identified.

- Annual review of hiring and employment practices to ensure that the needs of team members with disability are being met
- Providing a process that ensures that team members with disabilities or concerns about accessibility are able to identify accessibility barriers and bring them forward for review



For more information

For more information on this accessibility plan, please contact:

1. Email:

info@hy-mark.ca

2. Phone:

519-822-6656

3. Mail:

5068 Whitelaw Road, Unit 3
RR6, Guelph ON
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4. Contact us by another method convenient to you.

All communication will be directed to the Health & Safety Department. If a response is appropriate in the circumstances, a representative from our team will get back to you within a timely manner by email, phone or as otherwise required.

This plan will be reviewed annually.