



AODA – Multi-Year Accessibility Plan

Introduction and Statement of Commitment

In 2005, the government of Ontario passed the [Accessibility for Ontarians with Disabilities Act](#) (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The [Integrated Accessibility Standards Regulations](#) (“IASR”), under the AODA, requires every employer with 50 or more employees establish, implement, maintain and document a multi-year accessibility plan, which outlines the company’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

Under the AODA, the IASR sets certain requirements in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

This Multi-Year Accessibility plan, outlines William Knell and Company Limited (Knell’s) strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill Knell’s **Accessibility Policy** which states:

Knell’s recognizes the dignity and worth of every individual and seeks to follow the principles of dignity, independence, integration and equal opportunity in all of its provisions of goods and services and accessible employment.

In accordance with the requirements set out in the IASR, Knell’s has:

- Developed a publicly available Statement of Commitment to (*next page*).
- Developed this Multi-Year Accessibility Plan, which is updated at least once every five years and posted on our website.
- Developed an [Accessibility Plan and Policies](#) to support our commitment to creating a barrier-free, accessible company culture and environment which is available on our website.

All of the aforementioned documents will be made available in accessible formats, upon request.

Statement of Commitment

Knell's is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Information & Communications and Employment issued under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Our goal is to encourage an inclusive environment and provide products and services in a way that respects the dignity and independence of people with disabilities. We are committed to the accessibility of our products and services for all who use them or wish to use them.

The Integrated Accessibility Standard Regulation (IASR) under the Accessibility for Ontarians with Disability Act (AODA) requires Knell's to develop a multi-year plan. This plan will be reviewed and updated regularly to prevent and remove barriers for people with disabilities. This plan and any status reports will be posted on our website. If requested, the plan and any reports shall be created in an accessible format.

The accessibility plans will help to inform planning requirements of the Integrated Accessibility Standards Regulation enacted in July 2011 of the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires Knell's to develop, implement and enforce accessibility standards so that good, services, facilities, accommodation, employment, buildings, structures and premises are accessible to people with disabilities.

The multi-year accessibility plan outlines, the specific steps Knell's is taking to improve opportunities for persons with disabilities and comply with the phased in requirements of the Regulations. It serves to provide a framework within which accessibility plans and initiatives are to be created in order to move the Company towards the goal of improved accessibility for people with disabilities by 2025.

The following pages detail Knell's Multi-Year Accessibility Plan. It should be noted that the company's Multi-Year Accessibility Plan was reformatted into this document in February 2021 as previous versions of the plan were fragmented. This plan covers all of Knell's operating locations at 2090 Shirley Drive (Kitchener), 70 Rankin Street (Waterloo), 125 Union Street E (Waterloo) and 249 Edinburgh Road N (Guelph).

Multi-Year Accessibility Plan Details

A. General Requirements			
A1 Accessibility Requirement:	Establishment of accessibility policies Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation.	Compliance Deadline:	January 1, 2014
Plan to Meet Requirements:	Research and develop appropriate policies relative to accessibility. Communicate and implement policies to employees through internal methods and to the public by posting on company website. <u>Notes:</u> Accessibility policies were initially created in 2012 with respect to Customer Service (<i>Link to requirement F1 of this document</i>) and are reviewed annually on a go forward basis with the integration of new standards and regulations as they came/come into effect. Policies are communicated via the <i>Company Accessibility Plan and Policies</i> document as well as through other associated and supporting policies such the <i>Employee Policies Handbook, Health & Safety</i> . Policies are posted on employee information boards, employee on-line platforms (HRdownloads) and to the public through the website – in the form of the <i>Accessibility Plan and Policies</i> . The <i>Accessibility Plan and Policies</i> are updated annually along with other company policies such as the <i>Employee Policies Handbook, Health & Safety</i> .		
Responsible Authority:	Human Resources	Status:	Established. Last review and update February 2021 of the Accessibility Plan and Policies.

A2 Accessibility Requirement:	Procuring or acquiring goods, services or facilities Every obligated organization shall consider accessibility when procuring and or acquiring goods, services or facilities.	Compliance Deadline:	January 1, 2014
Plan to Meet Requirements:	Include a statement within policies to the effect – <i>Knell’s will incorporate accessibility criteria and features when we procure or acquire goods, services and facilities, where practicable to do so. Upon request, we will provide an explanation where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.</i> <u>Note:</u> As appropriate – Knell’s will provide educational awareness and tools to internal stakeholders and communication to external stakeholders, informing of changes to procurement procedures and purchasing criteria.		
Responsible Authority:	Human Resources for policy and Management for implementing	Status:	Established
A3 Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks Every obligated organization shall consider accessibility when designing, purchasing or acquiring self-service kiosks.	Compliance Deadline:	January 1, 2014
Plan to Meet Requirements:	Include a statement within the policies to the effect- <i>Although not applicable to date, Knell’s will incorporate accessibility features, if, and when designing, procuring, or acquiring self-service kiosks. Knell’s will always be aware of the accessibility features of self-service kiosks for persons with disabilities.</i>		
Responsible Authority:	Human Resources and Management	Status:	Established
A4 Accessibility Requirement:	Training on IASR and the Human Rights Code Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Compliance Deadline:	January 1, 2015
Plan to Meet Requirements:	Select training modules and implement program for initial training and ongoing annual refresher training for both IASR and Human Rights. Training will be documented. (<i>Link to requirement F8 of this document</i>) <u>Notes:</u> From 2012 – 2017 a variety of training methods were used – free on-line videos and in-person training. In 2018, the company began using HRdownloads as a centralized on-line training platform so that training remains current and comprehensive. This also provides a better administrative ability to record training dates and notify for refresher training requirements. This training is mandatory and part of the onboarding process and annual refreshers.		
Responsible Authority:	Human Resources	Status:	Established and ongoing

A5 Accessibility Requirement:	Multi-Year Accessibility Plans Large organizations shall: <ul style="list-style-type: none"> ▪ establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation ▪ post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and ▪ review and update the accessibility plan at least once every five years. 		Compliance Deadline:	January 1, 2014
Plan to Meet Requirements:	Develop a multi-year accessibility plan and commit to updating that plan at least once every five years and make it available to the public on our company website, as well as communicate that it is available in an accessible format upon request. <u>Notes:</u> February 2021 the company’s multi-year accessibility plan was reformatted into this document as prior to this date the format of the plan was fragmented and disjointed. Plans are updated and reviewed regularly. The <i>Accessibility Plan and Policies</i> and the <i>Multi-year Accessibility Plan</i> are posted on the company website as well as on internal Communication Boards.			
Responsible Authority:	Human Resources	Status:	Completed and Ongoing. Last review and update February 2021.	
A6 Accessibility Requirement:	Government Accessibility Compliance Reports Organizations must submit an accessibility compliance report if they are: <ul style="list-style-type: none"> ▪ a business or non-profit organization with 20 or more employees ▪ a public-sector organization The compliance report confirms that they have met the current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).		Compliance Deadline:	1 – December 31, 2014 2 – December 31, 2017 3 – December 31, 2020* 4 – December 31, 2023
Plan to Meet Requirements:	Complete reports as required by the Government accurately and on time. * Report #2 deadline has been extended to June 30, 2021			
Responsible Authority:	President and Human Resources	Status:	1 – Completed 2 – Completed May 31, 2017 3 – Completed February 8, 2021 4 – Completed	

B. Information and Communications Standards			
B1 Accessibility Requirement:	Feedback process Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Compliance Deadline:	January 1, 2015
Plan to Meet Requirements:	Review existing feedback process (as per <i>requirement F10 of this document</i>) and consider any changes for a renewed process for receiving feedback and responding to people with disabilities or members of the public who have comments on the customer service they received at Knell's. <u>Notes:</u> The process to receive feedback relative to people with disabilities is included in the Company's <i>Accessibility Plan and Policies</i> . General comments about our customer service can be received through the website by selecting contact us. The company also uses information collected from Google Reviews to respond and improve customer service for all persons.		
Responsible Authority:	Human Resources and Managers	Status:	Established. Last review and update February 2021
B2 Accessibility Requirement:	Accessible formats and communication support Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	Include a statement within the policies to the effect - <i>Knell's will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, of public information, upon request, about our goods, services and buildings. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. We will take, into account, the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability. We will make the availability of accessible formats and communication supports publicly known.</i> <u>Notes:</u> Statement is included in the Company <i>Accessibility Plan and Policies</i> . A message is noted on the company website about the availability of accessible formats upon request. Reference will be noted that some information may not be convertible.		
Responsible Authority:	Human Resources	Status:	Established. Last review and update February 2021
B3 Accessibility Requirement:	Emergency procedures, plans or public safety information Every obligated organization shall provide, when asked, publicly available emergency information, like evacuation plans in an accessible format.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	Include a statement within the policies to the effect - <i>Emergency procedures, plan and public safety information that is prepared by the company and made available to the public, will be made in an accessible format or with appropriate communication support, as soon as practicable, upon request.</i>		

	<p><u>Notes:</u> An Accessible Format Request Form is available for staff to complete upon receipt of a request from the public for such documentation in an accessible format, whether it is for Emergency procedures or for any other public document. This form is available with Human Resources. A note is included on any current or future Public Emergency Procedures, as applicable, that accessible formats are available upon request.</p>		
Responsible Authority:	Human Resources	Status:	Established. Last review and update February 2021
B4 Accessibility Requirement:	<p>Provide accessible emergency information to employees Every obligated organization, when necessary, shall provide accessible and customized emergency information. This information is to be provided as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.</p>	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	Refer to C4		
Responsible Authority:	Human Resources	Status:	Established
B5 Accessibility Requirement:	<p>Accessible websites and web content (WCAG 2.0 Level A and Level AA) Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	Compliance Deadline:	January 1, 2014 – WCAG 2.0 Level A January 1, 2021 – WCAG 2.0 Level AA
Plan to Meet Requirements:	<p>Assess accessibility of existing website and engage website consultation to ensure website is in full compliance for 2021. <u>Notes:</u> The company’s website was revamped in 2019 and AODA compliance was considered in its development. In 2020, the <i>accessiBE</i> software was added to the website to ensure it is meeting all the requirements under the WCAG 2.0 Level AA. Consideration will continue to be given to accessibility build requirements within the website vs an “app” as the company website is updated and enhanced going forward.</p>		
Responsible Authority:	Human Resources and President	Status:	Completed and ongoing

C. Employment Standard

C1 Accessibility Requirement:	Recruitment, assessment and selection processes Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	The Company will incorporate language to notify employees and the public about the availability of accommodation for job applicants who have disabilities as part of its job posting process. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of company policies and supports for accommodating people with disabilities with a statement included within all offer of employment letters.		
Responsible Authority:	Human Resources and Managers	Status:	Established and ongoing
C2 Accessibility Requirement:	Informing employees of supports Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	Staff will be made aware of supports through company orientation documents – such as the <i>Employee Policies Handbook, Health & Safety Handbook, Emergency Response Plan</i> and is included in the <i>Accessibility Plan and Policies</i> . <u>Notes:</u> <i>Employee Policies Handbook, Health & Safety Handbook, Emergency Response Plan and Accessibility Plan and Policies</i> are posted on employee information boards and distributed through on-line platform (currently HRdownloads) to each employee. New employee's receive the information as part of on-boarding. Company policies are reviewed annually and any changes are communicated via email and or via HRdownloads.		
Responsible Authority:	Human Resources and the employee	Status:	Established and ongoing

C3 Accessibility Requirement:	Accessible formats and communication support for employees Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee’s job; information that is generally available to employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	Include a statement within the policies to the effect - <i>The Company will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur. If an employee with a disability requests it, the Company will provide or arrange for the provision of accessible formats and communication supports for the following:</i> <ul style="list-style-type: none"> ▪ <i>Information needed in order to perform their job; and</i> ▪ <i>Information that is generally available to all employees in the workplace.</i> <i>The employee making the request will be consulted to determine the best way to provide accessible format or communication support.</i> <u>Notes:</u> <i>Employee Policies Handbook, Health & Safety Handbook, Emergency Response Plan and Accessibility Plan and Policies are posted on employee information boards and distributed through on-line platform (currently HRdownloads) to each employee. New employee’s receive the information as part of on-boarding. Company policies are reviewed annually and any changes are communicated via email and or via HRdownloads.</i>		
Responsible Authority:	Human Resources	Status:	Established. Last review and update – May 2020
C4 Accessibility Requirement:	Workplace emergency response information Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability. If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability. Every employer shall review the individualized workplace emergency response information when the employee moves to a different location in the organization; when the employee’s overall accommodations needs or plans are reviewed; and when the employer reviews its general emergency response policies.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	Include a statement within the policies to the effect - <i>Where required, the Company will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.</i> <u>Note:</u> Statement and process is outlined within the Company <i>Accessibility Plan and Policies</i> . Individualized workplace Emergency Response information includes a mechanism to obtain consent from individual to share the information with those designated to provide assistance in the event of an emergency as well as a provision for when plans and information are to be reviewed due to a move or change in accommodation needs.		
Responsible Authority:	Human Resources	Status:	Established and ongoing

<p>C5 Accessibility Requirement:</p>	<p>Documented individual accommodation plans Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> ▪ The manner, in which an employee requesting accommodation can participate in the development of the individual accommodation plan. ▪ The means by which the employee is assessed on an individual basis. ▪ The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. ▪ The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. ▪ The steps taken to protect the privacy of the employee’s personal information. ▪ The frequency with which the individual accommodation plan will be reviewed and updated and the manner, in which it will be done. ▪ If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. ▪ The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability. 	<p>Compliance Deadline:</p>	<p>January 1, 2016</p>
<p>Plan to Meet Requirements:</p>	<p>Develop and implement a process for documenting individual accommodation plans for employees with disabilities taking into consideration all the requirements of the regulation. <u>Notes</u> <i>Employee Policies Handbook</i> details the companies Human Rights Policy and Return to Work/Accommodation Policy which is also referenced in the <i>Accessibility Plan and Policies</i>. There is an Accommodation Request & Plan Form is available from Human Resources.</p>		
<p>Responsible Authority:</p>	<p>Human Resources</p>	<p>Status:</p>	<p>Established and ongoing</p>
<p>C6 Accessibility Requirement:</p>	<p>Return to work process Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work; and (b) shall document the process. The return to work process shall, outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans, as part of the process. The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>Compliance Deadline:</p>	<p>January 1, 2016</p>
<p>Plan to Meet Requirements:</p>	<p>Continue to manage and offer a Return to Work program (RTW) to ensure that employees who are injured at work and/or who need accommodation in returning to work.</p>		

	<p><u>Notes</u> <i>Employee Policies Handbook</i> details the companies Human Rights Policy and Return to Work/Accommodation Policy which is also referenced in the Accessibility Plan and Policies.</p>		
Responsible Authority:	Human Resources and appropriate Manager/Supervisor	Status:	Established and ongoing
C7 Accessibility Requirement:	<p>Performance management process & Career Development/Advancement An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>The Company will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required.</i> <u>Note:</u> Statement and process is outlined within the Company <i>Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	Human Resources and the individual employee	Status:	Established and ongoing
C8 Accessibility Requirement:	<p>Redeployment An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	Compliance Deadline:	January 1, 2016
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>The accessibility needs of employees with disabilities will be taken into account in the event of redeployment. Individual accommodation plans will be consulted, as required.</i> <u>Note:</u> Statement and process is outlined within the Company <i>Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	Human Resources and the individual employee	Status:	Established and ongoing
D. Transportation Standard – Conventional Transportation			
The Transportation requirement is not applicable to William Knell and Company Limited.			

E. Design of Public Spaces (*Accessibility Standards for the Built Environment*) – applicable requirements only

E1 Accessibility Requirement:	Newly constructed or redeveloped public exterior paths of travel accessible	Compliance Deadline:	January 1, 2017
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>To ensure the health and safety of all customers/clients, any new or redeveloped exterior paths of travel will meet the technical requirements of the Integrated Accessibility Standards, section 80.23, and where applicable, sections 80.24 – 80.28.</i></p> <p><u>Note:</u> Statement is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	President & Management	Status:	n/a
E2 Accessibility Requirement:	Newly constructed or redeveloped public parking spaces accessible (off-street)	Compliance Deadline:	January 1, 2017
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>Knell's will ensure that any newly constructed or redeveloped off-street parking will provide the following two (2) types of parking spaces available for persons with disabilities:</i></p> <ul style="list-style-type: none"> • <i>Type A (Van Accessible) – Parking space with a minimum width of 3.4 m; and</i> • <i>Type B – Standard parking space with a minimum width of 2.4 m.</i> <p><i>Access aisles will be provided for all accessible parking spaces and will meet the requirements of the Integrated Accessibility Standards, section 80.35. Knell's will ensure that any newly constructed or redeveloped off-street parking meets the required number of accessible parking spaces based on the size of the lot as specified in the Integrated Accessibility Standards, section 80.36.</i></p> <p><u>Signage:</u> <i>ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.</i></p> <p><u>Note:</u> Statement and process is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	President & Management	Status:	n/a
E3 Accessibility Requirement:	Newly constructed or redeveloped service counters, queuing guides and waiting areas accessible	Compliance Deadline:	January 1, 2017
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>When constructing or replacing any service counters, Knell's will ensure that at least one (1) counter is made accessible in accordance with the Integrated Accessibility Standards, section 80.41. When constructing new fixed queuing guides, Knell's will ensure that they are made accessible to people with various disabilities in accordance with the Integrated Accessibility Standards, section 80.42. When constructing or redeveloping an existing waiting area, Knell's will ensure that there will be at least one (1) accessible seat.</i></p> <p><u>Note:</u> Statement and process is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	President & Management	Status:	n/a

F. Customer Service Standards

F1 Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>All goods and services provided by Knell's shall follow the principles of dignity, independence, integration and equal opportunity.</i></p> <p><u>Note:</u> This Policy has since been integrated into the Companies overall Accessibility Plan and Policies. <i>This requirement links to A1.</i></p>		
Responsible Authority:	Human Resources	Status:	Established. Last update February 2021
F2 Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, and notify that the documents are available on request	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>The Company shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by the Company, the Company website and/or any other reasonable method.</i></p> <p><u>Note:</u> Statement and process is outlined within the Company <i>Accessibility Plan and Policies.</i></p>		
Responsible Authority:	Human Resources	Status:	Established and ongoing
F3 Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Communicate and train staff to ensure they understand that customers accompanied by a guide dog or other service animals in areas of the company open to the public and other third parties are welcome and accommodated.</p> <p><u>Note:</u> Statement and training is outlined within the Company <i>Accessibility Plan and Policies.</i></p>		
Responsible Authority:	Human Resources	Status:	Established and ongoing
F4 Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Knell's goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Communicate and train staff to ensure they understand that if a guide dog, service animal or service dog is excluded by law the Company will offer alternative methods to enable the person with a disability to access goods and services, when possible (<i>for example, securing the animal in a safe location and offering the guidance of an employee</i>).</p> <p><u>Note:</u></p>		

	Statement and training is outlined within the <i>Company Accessibility Plan and Policies</i> .		
Responsible Authority:	Human Resources and Managers	Status:	Established. Last review and update May 2020
F5 Accessibility Requirement:	Ensure that a person with a disability and their support person 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. Any admission charge when a support person is required to accompany a person with a disability to an event/program is waived.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Communicate and train staff to ensure they understand that if a person with a disability is accompanied by a support person, the support person is accommodated. If the support person is assisting the customer participating at a company event or program, but that person is not a participant in the event/program on their own behalf, that support person is not charged a fee to attend the event/program.</p> <p><u>Note:</u> Statement and training is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	Human Resources and Managers	Status:	Established and ongoing
F6 Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Communicate and train staff to ensure that they understand that if there is a health and safety concern for a person with a disability to complete a task or participate in an event/program that they should consult with the person with a disability to determine and recommend/request the support person.</p> <p><u>Note:</u> Statement and training is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	Human Resources and Managers	Status:	Established and ongoing
F7 Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	<p>Include a statement within the policies to the effect - <i>Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Company. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use the Company goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.</i></p> <p><u>Note:</u> Statement and process is outlined within the <i>Company Accessibility Plan and Policies</i>.</p>		
Responsible Authority:	Human Resources and Managers	Status:	Established and ongoing

F8 Accessibility Requirement:	Provide accessible customer service training to all staff and keep a record of the training.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	Ensure all persons who, on behalf of the company, deal with the public or other third parties, and all those who are involved in the development and approvals of customers, are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities. Ensuring such persons are also trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing our good and services. Also ensuring that training is tracked and recorded. <u>Note:</u> This training has evolved over the years and is now part of our overall AODA training as noted in Requirement A4 for all staff.		
Responsible Authority:	Human Resources	Status:	Ongoing
F9 Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	As noted in requirement F8 and A4 of this document		
Responsible Authority:	Human Resources	Status:	Ongoing
F10 Accessibility Requirement:	Establish and document a feedback process for providing goods, services, or facilities to persons with disabilities.	Compliance Deadline:	January 1, 2012
Plan to Meet Requirements:	Establish and document a feedback process. Encourage a culture of welcoming and appreciating feedback from all persons including persons with disabilities through a variety of channels – verbal, written and electronic. The feedback process will be documented and available upon request and will be made available in an accessible format or with communication support. <u>Note:</u> This feedback process is part of our overall Accessibility Plan and links to requirement B1 of this document		
Responsible Authority:	Human Resources	Status:	Established and ongoing

This document was re-created on February 5, 2021 as a reformat from previous information and will be reviewed regularly but not later than October 31, 2023.

This Multi-Year Accessibility plan is posted on Knell's website and will be reviewed and updated at least every 5 years. To learn more AODA, please click [here](#).

For the Public: If you have any questions, require this document in an accessible format or have feedback related to this Multi-Year Accessibility Plan, please email Shawna Frede at sfrede@knells.ca or call (519)-578-1001 (x294).

For Knell's Employees: If you have any questions, or have feedback related to this Multi-Year Accessibility plan, please contact Human Resources.