



Multi-Year Accessibility Plan 2024-2028

Introduction

This document outlines the Ontario Human Rights Commission's (OHRC) multi-year AODA accessibility plan for 2024-2028 to:

1. Prevent and remove barriers for persons with disabilities; and
2. Meet the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations.

Statement of Commitment

B&G Industrial Services Ltd. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Plan Statement

This plan addresses accessibility considerations for B&G and its requirements under the Integrated Accessibility Standards Regulation (IASR). The Plan will be reviewed every five years to address future requirements under the IASR and design of public spaces standard in effect for all organization as of January 1, 2018. As B&G moves forward, it is the intent of this plan to focus on eliminating barriers for persons with disabilities.

Planned Strategies & Actions for the Identification, Removal, and Prevention of Barriers

It is the intent of the multi-year accessibility plan for B&G to prevent, identify and remove barriers or obstacles that limit or prevent people with disabilities from engaging in day-to-day activities taken for granted by people without disabilities. A barrier may be defined as anything that keeps a person with a disability from participating in all aspects of society due to their disability. Examples of barriers may include:

- **Physical and architectural barriers:** occur in the environment and prevent access for people with disabilities. Examples include narrow doorways, stairs, dim lighting or high glare surfaces.
- **Information or communications barriers:** arise when a person with a disability cannot easily receive and/or understand information that is available to others (e.g. publications that are not available in large print, digitally, Braille or other accessible formats);
- **Technological barriers:** occur when technology or the way it is used does not meet the needs of people with disabilities (e.g., a website that does not support screen reading software);
- **Attitudinal barriers:** may result in people with disabilities being treated differently than people without disabilities (e.g., a receptionist who talks to an individual's support person rather than the individual with a disability); or
- **Systemic barriers** in policies, practices and procedures result in people with disabilities being treated differently than others or sometimes excluded altogether.

Barriers exist as a result of various forms of disability. In developing this Plan, B&G has considered the functional limitations associated with several different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks.

Customer Service

In accordance with Part IV.2 of the IASR, B&G is committed to ensuring that all individuals have access to and can effectively use its services, goods and facilities. B&G has the following in place to meet its obligations and commitments:

- Accessibility for Ontarians with Disabilities (AODA) policy on [*Accessible Client Service*](#), as required by the IASR
- Communications supports of accommodation are available upon request for hosted public events as required;
- All B&G hosted public events take place at accessible locations or on accessible video conferencing platforms. B&G takes steps to confirm that each physical and virtual event space is fully accessible before finalizing an event;
- Standard language on all invitations, invites people to contact B&G about additional *Code*-related accommodation requests before event dates;
- As required under Section 11 of the IASR, a web-based *feedback process* is available to help B&G better understand how well customer expectations are being met. People can also provide feedback via telephone, in-person, email, mail or fax.
- B&G is committed to providing customer service in a way that best respects the dignity and independence of persons with disabilities. B&G will continue to adhere to its Accessibility for Ontarians with Disabilities (AODA) policy on [*Accessible Client Service*](#), and the IASR by:
 - Ensuring that clients, contractors and employees are aware of their roles and responsibilities under this accessible customer service plan;
 - Promptly addressing accommodation and accessibility issues identified in a dignified and respectful way, to facilitate effective access to, and participation in, OHRC services;
 - Responding to identified accommodation and accessibility needs on an individual basis.

In consultation with people with disabilities, B&G will review and make any necessary changes to improve the accessibility of its:

- Accessibility for Ontarians with Disabilities (AODA) policy and practices in accordance with the standards under the IASR, including:
 - Routinely asking individuals if they require any disability-related accommodations or assistance;
 - Reviewing potential barriers that visitors with disabilities may experience when arriving at the B&G office and shops;
 - Clarifying that the Accessibility for Ontarians with Disabilities (AODA) policy applies to individuals who use mobility devices
 - Reviewing potential barriers that individuals who use mobility devices may experience within B&G's office and shops;
 - AODA compliance-related feedback or inquiries, including complaints, in accordance with section 11 of the IASR, including clarifying the process to provide feedback via website, phone, mail, electronic mail and in-person

Information and Communications

B&G shall provide Clients with appropriate accessible formats and/or communication supports upon request. Such formats and/or supports shall be provided in a timely manner and take into account the accessibility needs of the person with a disability. The formats and/or supports will be provided at a cost that is no more than the regular cost charged to other persons.

B&G shall notify the public about the availability of accessible formats and communication supports through its website and shall engage in an ongoing process of identifying additional accessible formats and communications supports that may be offered by B&G.

Where B&G determines that information or communications cannot be converted into an accessible format, B&G shall provide the person requesting the information or communication with:

- ✓ An explanation as to why the information or communications are inconvertible; and
- ✓ A summary of the inconvertible information or communication.

Employment

B&G shall notify its employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment and selection process. B&G shall make appropriate accommodation available, for applicants with disabilities upon their request for accommodation and shall notify successful applicants of its policies for accommodating employees with disabilities when making offers of employment and, where applicable, provide information about policies used to support employees after they begin employment as part of the orientation program.

Procurement

When procuring or acquiring goods or services or facilities, B&G shall incorporate accessible design, criteria and features, except where it is not practicable to do so, as identified by the applicable business area, in consultation with the Accessibility Office. Where applicable, procurement documents shall specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria.

Where B&G determines that it is not practicable to incorporate accessible design, criteria and features when procuring or acquiring goods, services or facilities, B&G shall provide a written explanation upon request.

Training & Awareness

B&G is committed to promoting a culture of accessibility awareness. To achieve this, B&G has emphasized the importance of employee training and overall promotion of accessibility in the workplace. Training includes:

- ✓ A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service;
- ✓ Instructions on how to interact and communicate with people with various types of disabilities;
- ✓ Instruction on how to interact with people with disabilities who:
 - use an assistive device(s); or
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person
- ✓ Instructions on how to use equipment available on B&G premises or that B&G provides that may help people with disabilities;
- ✓ Instructions on what to do if a person with a disability is having difficulty accessing our services;
- ✓ B&G's policies, procedures and practices pertaining to providing accessible customer service to clients with disabilities.

Training will also occur as needed when changes are made that will impact this plan.

Temporary Service Disruptions

When a temporary disruption occurs, whether emergency or preventive, B&G will take steps to continue assisting people with disabilities where possible, until the disruption has ended.

B&G shall provide customers with notice in the event of a planned disruption in the premises or services usually used by people with disabilities. In the event of an unexpected disruption, B&G shall make reasonable efforts to contact customers with disabilities that may be impacted by the disruption prior to their scheduled services. The notice shall include;

- information about the reason for the disruption;
- its anticipated duration;
- a description of alternative premises or services, if available.

Notice(s) will be placed at visible place(s) on the premises (e.g., public entrances, service counters) and posted on the B&G website.

Accessibility Feedback Process

In accordance with section 11 of the IASR, B&G encourages feedback about its accessibility, including customer service, its website, employment practices, procurement, etc. Feedback can be submitted to the HR department using an Accessibility Feedback Request form, available in-person, by telephone, by fax, by email or by mail at:

Phone: (705) 647-6668

Fax: (705) 647-6655

Email: hr@bgind.ca

In Person: 8091 Industrial Park Rd., Thornloe, ON, P0J 1S0

Accessible formats and communication supports shall be made available upon request to anyone wishing to provide feedback. Privacy shall be respected throughout the feedback process. All feedback will be directed to the HR department. Where feedback requires a response, customers can expect a response acknowledging receipt of the feedback within two (2) business days.

Conclusion

B&G will report publicly through our annual report about our progress on implementing this accessibility plan, our commitments to identify and remove barriers for persons with disabilities, and the steps we have taken to comply with the requirements of the IASR. Our accessibility plan is publicly posted at <https://www.bandgindustrialservices.ca/>