



## Integrated Accessibility Standards Policy

### Scope

To the extent that they are subject to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and its Regulations, Teppen Corporation is committed to compliance with the provisions of the AODA and the requirements of the Integrated Accessibility Standards Regulation (the “Regulation”).

### General Standards

Teppen Corporation is committed to treating all people 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements of the AODA.

### Our Commitment

Teppen is committed to treating all people 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

### Accessibility Plan

Teppen will develop, maintain and document a Multi-Year Accessibility Plan outlining the company’s strategy to prevent and remove barriers and meet its requirements under the Regulation. The accessibility Plan will be reviewed and updated at least once every five years, and will be posted in the training room. Upon request, Teppen will provide a copy of the Accessibility Plan in an accessible format.

### Providing Goods and Services to Persons with Disabilities or Persons with Accessibility Assistance Requirements

Teppen will strive to provide accessibility options to ensure that goods and services are provided:

- In a way that respects the dignity and independence of the persons.
- So that those with disabilities are given equal opportunities to persons without disabilities to receive the same level of service.

### Assistive Devices

A person with a disability may use their own assistive device for the purpose of receiving the same level of services from Teppen and may also offer assistive or accessibility options to ensure this same level of service is achieved. It is the responsibility of the individual who requires an assistive device to inform Teppen of their requirement for assistance (*and, if applicable, to ensure that the assistive device is operated in a safe manner*).

### Service Animals

A person who has a disability which requires the assistance of a service animal may enter Teppen offices accompanied by a service animal to receive goods and services. If it is not easily apparent that the animal is a service animal, Teppen Staff may request



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confirmation from a medical professional (i.e. physician, nurse) to confirm that the person requires the service animal for reasons relating to his or her disability.

### Support Persons

A person who has a disability that requires a support person may enter Teppen offices accompanied by the support person to receive goods and services.

### Temporary Disruptions in Services and Facilities

Temporary disruptions in services and facilities can occur. These disruptions may not be within Teppen's ability to control or resolve immediately. Teppen Staff will make efforts to advise persons requiring accessibility assistance of any unplanned temporary disruption which may affect their ability to receive the same level of customer service.

### Training

Teppen will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Ontario Human Rights Code as it pertains to persons with disabilities, to:

- - All employees and volunteers
- - All persons who participate in developing Teppen's policies; and
- - All other persons who provide services on behalf of Teppen.

This training will be provided as soon as practicable and will be appropriate to the duties of all employees. Training will also be provided when changes are made to this Policy. Teppen will keep a record of the training it provides.

Teppen will require that its contractors and all other persons that provide services on behalf of the company are required to maintain records of the training provided to their staff, including the dates on which the training is provided and the number of individuals to whom it is provided. Teppen will require that contractors training records be available upon request.

## INFORMATION AND COMMUNICATIONS STANDARDS

### Feedback

Teppen will ensure that its process for receiving and responding to feedback in Ontario is accessible to persons with disabilities by providing, or arranging for the provision, of accessible formats and communication supports upon request. Contact information for feedback purposes is found at the end of this Policy.

### Accessible Formats and Communication Supports

Upon request, Teppen will provide, or will 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. We will consult with the person making the request in determining the suitability of an accessible format or communication support. We will also notify the public about the availability of accessible formats and communication supports.



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### **Accessible Websites and Web Content**

Teppen will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A except where this is impracticable.

### **EMPLOYMENT STANDARDS**

#### **Recruitment**

Teppen 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**

Teppen will 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, Teppen will consult with the applicants 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.

#### **Notice to Successful Applicants**

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

#### **Informing Employees of Supports**

Teppen will inform its employees of its policies and any updates to those policies used to support employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

#### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, Teppen will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Teppen will consult with the employee making the request.

#### **Workplace Emergency Response Information**

Teppen will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Teppen is aware of the need for accommodation due to the employee's disability. Teppen will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Teppen will, with the consent of the employee, provide the workplace emergency response information to the person designated by Teppen to provide assistance to the employee.

Teppen will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's



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overall accommodations needs or plans are reviewed and when we review Teppen's general emergency response policies.

### **Documented Individual Accommodation Plans**

Teppen will maintain a written process for the development of documented individual accommodation plans for employees with disabilities that will include all elements required by the Regulation. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

The plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to Work Process**

Teppen will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps we will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

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

Teppen 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 employees or when redeploying employees.

### **Questions about this policy**

This Policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about the Policy, or wishes to provide feedback on accessibility at Teppen please contact:

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