

Title: Multi-Year Accessibility Plan	Date of Issue: November 24, 2022
Approved by: President	Review/Revise Date:
Approval Signature	Location: All Whiterose Employee Locations

Whiterose Janitorial Services Ltd., is committed to the identification, removal and prevention of accessibility barriers, including attitudinal, systemic, information, communications and technology, and built environment and physical barriers. WhiteRose’s Multi-Year Accessibility Plan (MYAP) is a requirement under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). It is a five-year plan to identify, remove, and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in WhiteRose’s programs, services, facilities, public spaces, information and communication, and employment.

The MYAP creates a road map which all divisions can follow in implementing the requirements of the AODA. It is organized around the following standards of the AODA: (1) Customer Service; (2) Information and Communications; (3) Employment; (4) Transportation; and (5) Design of Public Spaces.

Whiterose Janitorial Services Ltd., (“**Whiterose**”) Corporate Accessibility Policy (hereafter referred to as the "Policy") establishes a framework for compliance with WhiteRose’s commitment to accessibility, requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and the requirements of the *Integrated Accessibility Standards Regulation (IASR) under the AODA*. Whiterose is committed to building an inclusive workplace that values the contributions of people with disabilities. We are committed to providing an accessible environment in which people with disabilities can access the company’s goods, services, and facilities, including all buildings, public spaces, information and communications, in a way that meets their individual needs.

Strategies to Remove and Prevent Barriers

WhiteRose’s strategies to remove and prevent barriers in each applicable area are set out below.

Training

The AODA requires that all employees, volunteers and persons who participate in developing Whiterose policies must receive training on the AODA, the Ontario Human Rights Code, and Accessible Customer Service. Training must take place as soon as possible and be appropriate to the person's role. Whiterose must keep a record of the training provided to employees and volunteers, including the dates on which accessibility training took place and the names of individuals trained. Training must include:

- A review of the purpose of the AODA
- Requirements of AODA Standards under the IASR
- The Ontario Human Rights Code as it pertains to persons with disabilities
- Accessible Customer Service

Information and Communication Requirements

Whiterose will provide accessible information and communication by preventing and removing barriers, and providing accessible formats or communication supports to individuals that identify a barrier to accessibility. This section of the Policy addresses WhiteRose’s requirements of the IASR Information and Communications Standards under the AODA.

(a) Accessible Formats and Communication Supports

The AODA requires that all public information and communications that Whiterose produces, directly or indirectly through contractual relationships, (e.g. job postings/advertisements) must be made available in accessible formats upon request. When an accessible format or communication support is requested, Whiterose will consult with the person making the request to determine which format or support is required, and provide or make arrangements to provide the material in a reasonable amount of time and at no additional cost to the requestor.

IASR Information and Communication Standards do not apply to products and product labels, unconvertible information or communications, and information that Whiterose does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, Whiterose will provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible, and a summary of the unconvertible information or communications.

(b) Notice of Availability of Documents

This Policy will be maintained on the Whiterose website www.whiterosejanitorial.com and will be provided to individuals, upon request, in the appropriate format or with communication supports.

(c) Accessible Websites and Web Content

The AODA requires that internet website and web content, controlled directly by Whiterose or through a contractual relationship that allows for modification of the product, must conform to World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the timelines set out in the IASR and in the Accessible Information, Communications, and Technology Guidelines.

(d) Emergency Procedures, Plans or Public Safety Information

The AODA requires that Whiterose emergency procedures, plans or public safety information that is available to the public, must be made available in an accessible format or with appropriate communication supports as soon as possible upon request.

(e) Feedback

Whiterose has a process in place for receiving and responding to feedback, including feedback on how services are delivered to people with disabilities. Whiterose must make feedback processes accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. Feedback will be collected by phone by dialing 416-850-9676, by email at officemanager@whiterosejanitorialservices.com or in person or mail at the office located at 65 Wellesley Street East, Suite 400, Toronto ON M4Y

Customer Service Requirements

Whiterose will strive for excellence in serving all customers including people with disabilities and is committed to meeting obligations under the Ontario Human Rights Code and the AODA. As part of our employee On-Boarding program, Whiterose reviews AODA Customer Service Requirements with all staff.

(a) Fares and Fees

Persons with disabilities must not be charged more to access Whiterose services.

(b) Assistive Devices

The AODA requires Whiterose to allow persons with disabilities to use their own assistive devices to obtain, use or benefit from the goods, services, and facilities offered by Whiterose. In circumstances where a person with a disability is unable to access WhiteRose's services through the use of their own personal assistive device, Whiterose will assess service delivery and potential service options to meet the needs of the individual, in accordance with the Ontario Human Rights Code.

(c) Support Persons

Where a person with a disability accessing WhiteRose goods, services, or facilities is accompanied by a support person, the AODA requires Whiterose to ensure that both persons are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

(d) Service Animals

The AODA requires that persons with disabilities accompanied by their service animal must be permitted to keep that animal with them in premises that members of the public are permitted to enter. Please see Section 13 for a definition of service animal. In the event the animal is excluded by law, such as in a food preparation area, Whiterose must ensure other measures are available to enable the person with a disability to obtain, use or benefit from Whiterose goods, services, and facilities. Staff will respectfully explain why the animal is excluded and determine what other arrangements can be made. When serving two customers that have different needs, such as serving a customer that has a service animal and a customer that has an allergy to animals, staff

will determine how to best meet the needs of both individuals and observe the rights of all individuals involved, according to the Ontario Human Rights Code. A person with a disability is responsible for the control of their service animal at all times. If the service animal is not kept under control, has bitten another person or animal, or is a menace to the safety of other persons or animals, the service animal may be required to leave the premises. If this occurs the person will be permitted to continue to access Whiterose goods or services without the animal. In addition, Whiterose employees will, upon request, consider alternate accommodations for the person in such circumstances. Whiterose may refuse to permit the service animal to accompany the person until steps have been taken to correct the situation, and the issue has been resolved.

(e) Notice of Service Disruptions

The AODA requires that Whiterose give notice of any temporary planned or unplanned service disruption of facilities, services or systems that are relied upon by people with disabilities to access Whiterose goods, services or facilities, such as elevators, lifts, or accessible washrooms. In the event of an unexpected disruption, notice must be provided as soon as possible. Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that are available. Notice must be given by posting the information in a prominent place on premises owned or operated by the provider, posted on the Whiterose website or social media, included on telephone recordings, or by other methods as is reasonable under the circumstances.

Employment Standards Requirements

Whiterose Janitorial Services Ltd., will foster an inclusive workforce and provide equitable treatment and accommodation to ensure barrier-free employment. The requirements in this section apply only to employees of Whiterose. This section addresses WhiteRose's requirements of the IASR Employment Standards under the AODA.

(a) Recruitment, Assessment and Selection Process

Whiterose Janitorial Services will post information about the availability of accommodations for internal and external job applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing will be notified that accommodations are available on request. Whiterose will consult with an applicant who requests an accommodation and, in accordance with the Ontario Human Rights Code will provide or arrange for the provision of a suitable accommodation in a timely manner that takes into account the applicant's accessibility needs due to disability. Successful applicants will be notified about Whiterose AODA policies for accommodating employees with disabilities as part of their On-Boarding orientation.

Equity, Diversity and Inclusion: *Whiterose Janitorial Services Ltd., is committed to fostering an inclusive, accessible environment where all employees and members of the public feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of the public and the communities in which we live and serve.* **Accommodation:** *If you are an individual who requires accommodation to apply to this position, due to disability under the Ontario Human*

Rights Code, please email us at officemanager@whiterosejanitorial.com quoting job ID # and the job title. Whiterose is committed to providing Code-protected accommodation throughout its hiring process

(b) Employee Supports

Whiterose employees will be made aware of the policies used to support employees with disabilities and accommodations available in accordance with the Ontario Human Rights Code. WhiteRose provides this information to new employees through employment agreements and orientation materials, and will provide updated information to all 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.

(c) Accessible Formats and Communication Supports for Employees

In accordance with the Ontario Human Rights Code, upon an employee's request, Whiterose 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
- information that is generally available to employees in the workplace. Whiterose will consult with the employee making the request in determining the suitability of an accessible format or communications support.

(d) Workplace Emergency Response Information

Whiterose will provide individualized emergency response information to employees who identify potential accessibility barriers when responding to emergency situations. If the employee requires assistance, Whiterose must receive consent from the employee to provide the individualized emergency response information to the person(s) designated to provide assistance. The information must be reviewed when the employee moves to a different location, when the employee's accommodation needs change, when overall accommodation plans are reviewed and when the Whiterose reviews its general emergency response plan.

(e) Individual Accommodation Plans

WhiteRose's Accommodation Policy describes the process for the development and maintenance of documented individual accommodation plans to support employees with disabilities. The process set out in the policy meets requirements of the AODA. If applicable, individual accommodation plans may include information regarding plans for accessible formats and communication supports, as well as individualized workplace emergency response information.

(f) Return to Work Process

Whiterose has in place a documented return to work process for employees returning to work following an illness or injury where disability-related accommodations are required. This

requirement is met through return to work processes supported by return to work protocols and the Whiterose Employment Equity & Accommodation Policy.

(g) Performance Management, Career Development, and Redeployment

Whiterose will ensure employees with disabilities or individual accommodation plans are provided equitable access to career development, performance management and redeployment opportunities. Whiterose Janitorial Services has an Accommodation Request Form to assist us in identifying the accommodation needs of our employees.

Built Environment and Public Spaces Requirements

Whiterose will ensure accessibility at all its facilities and public spaces by designing with accessibility in mind.

(a) Accessibility Requirements in Codes and Standards

The Ontario Building Code, which has a section on Barrier-Free Design, and the AODA, IASR Design of Public Spaces Standards are both standards to which Whiterose must adhere. These standards establish the minimum threshold for accessibility in the built environment.

(b) Obtaining Services

When constructing or replacing service counters, fixed queuing guides and waiting areas, the AODA requires WhiteRose to make them accessible to people with disabilities.

(c) Maintenance of Accessible Elements

The AODA requires Whiterose to develop and implement procedures for preventative and emergency maintenance and temporary disruptions of accessible elements in public spaces. Whiterose has an “Employment Equity and Accommodation Policy” and “Accommodation Request Form” to assist us in meeting this requirement.

(d) Public Consultation

This section is NOT applicable to Whiterose Janitorial Services. We have no recreation trails, outdoor play spaces, rest area along exterior paths, or on-street parking facilities.

Conclusion

For general inquiries or to request an alternate format of this plan, please contact us:

(416) 850-9676

officemanager@whiterosejanitorial.com