



Lenworth Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Lenworth Building Services Limited to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Lenworth Building Services Limited is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from January 1, 2024 to December 31, 2029.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Gary Bennett, HR Manager by calling 905-625-6555.

Completed Initiatives

Lenworth Building Services Limited has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- We have provided training to all employees as they begin their employment with us. We utilize approved material that covers all aspects of AODA; and
- We also administer annual refresher AODA training to all employees using ADP's online learning management module.

Information and Communication Standards

- Upon request, we will provide or arrange accessible formats and communication supports to provide information to people with disabilities; and
- Develop processes for receiving and responding to feedback that are accessible to people with disabilities.



Employment Standards

1. **Accessible recruitment process** – We notify potential applicants that accommodations for individuals with disabilities are available on request. We include this in the job posting, on our website and in offers of employment.
2. **Accessible workplace information** – We provide workplace information in an accessible format such as job description or training manual, as well as general information that is available to all employees, such as policies.
3. **Communication about policies** – We inform existing and new employees about the policies that are used to support employees with disabilities, such as policies about providing job accommodations.
4. **Documented accommodation plan process** – We have developed and documented a process for creating individual accommodation plans for employees with a disability.
5. **Return-to-work process** – For any employees who have been away from work due to a disability, we have a documented return-to-work process that includes the steps that we will take so the employee can return to work.

Customer Service Standards

- Thru the AODA training, we educate all employees on how to interact, communicate, and provide service to individuals who have vision loss, deaf, oral deaf, deafened or hard of hearing, deafblind, physical disabilities, mental health disabilities, intellectual or developmental disabilities, learning disabilities, and speech or language impairments.

New and Ongoing Initiatives

Lenworth Building Services Limited plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- We will continue to administer the most current AODA training material to educate our employees as they begin employment with us; and
- Continue to administer annual AODA refresher training to all employees through ADP's online learning management module.

Information and Communication Standards

- We will continue to satisfy any requests made by individuals with disabilities, to provide information as well as an avenue for feedback.

Employment Standards

- We will continue to operate using the Employment Standards above and refine when necessary.

Customer Service Standards

- We will continue to stay educated and up to date on any new AODA Customer Service Standards, as well as continuously look for ways to improve our overall communication based on these standards.