



Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Tone-Gar Group of Companies 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

Tone-Gar Group of Companies 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 regulation. 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 reviewed and updated at least once every five years. This plan is in effect from December 2023 to December 2028. Employees are provided with required training under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation as soon as practicable after hiring, and when changes are made to the company's accessibility policies.

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 our Head Office at 519-746-1970 or info@tone-gar.com.

Completed Initiatives

Tone-Gar Group of Companies has completed the following initiatives to prevent and remove barriers and comply with the requirements of the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*:

Training

- Online Training made available and mandatory for all staff on AODA, Human Rights and IASR via HRDownloads (July 11 2024 Edit: HRDownloads is now Citation Canada)

Information and Communication Standards

- Completed redesign of website for AODA compliance

Employment Standards

- Online Training made available and mandatory for all staff on AODA, Human Rights and IASR via HRDownloads (July 11 2024 Edit: HRDownloads is now Citation Canada)
- Training to be completed during orientation process

Customer Service Standards

- Feedback / Contact Us available on website

New and Ongoing Initiatives

Tone-Gar Group of Companies 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 under the *Accessibility for Ontarians with Disabilities Act, 2005*:

General

- Yearly review of Accessibility Plans to ensure accurate information and update the Multi-Year Plan

Training

- Tone-Gar is committed to providing training as required by AODA and Ontario Human Rights Code as it applies to people with disabilities.

Information and Communication Standards

- Continue to update and review web content
- Tone-Gar will communicate information and ensure it is accessible and available to people with disabilities in accessible formats or as supported.

Employment Standards

- Update job post templates to include accessibility information
- Tone-Gar is an inclusive environment and will accommodate employees, potential hires, and the public of employment opportunities during our recruitment and hiring process. We will continue to review our processes to identify and remove barriers, and make adjustments when requested to accommodate.

Customer Service Standards

- Tone-Gar is familiar with customer standards and will ensure it meets the principal of treating individuals with dignity, independence, integration, and equal opportunity. We are committed to training our workforce on persons with disabilities to provide them the same opportunity of services being offered.