



**Rutherford Contracting Ltd.
Multi-Year Accessibility Plan**

2017-2021

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Multi-Year Accessibility Plan 2017 - 2021

Written: January 2017
Effective Date: January 2017

Last Revised: October 2020
Last Reviewed: October 2020

INTRODUCTION

Rutherford Contracting Ltd. is committed providing excellent customer service to all people, whether it's a client, consultant, subcontractor, applicant, or employee, we want to ensure that everyone has equal access to our goods, services, and facilities. We greatly value building positive relationships with people we encounter and our policies and procedures are reflective of that.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standard Regulation* (IASR) were enacted to make Ontario more accessible through the development and implementation of Accessibility Standards which are enforced. The standards are:

- Information and Communication
- Employment
- Design of Public Spaces
- Customer Service
- Transportation

The AODA and IASR do not replace the Ontario Human Rights Code or the Workplace Safety and Insurance Act. Rutherford Contracting Ltd. is required to establish, implement, maintain and document a multi-year accessibility plan under the AODA and IASR. The multi-year accessibility plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

Rutherford Contracting Ltd. will:

- Post the multi-year accessibility plan on our website (www.ruthcon.ca)
- Provide the plan in accessible format upon request
- Review and update the accessibility plan at least once every five (5) years
- Review and update the accessibility plan with persons with disabilities
- Prepare an annual status report and post it on our website (www.ruthcon.ca)

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Last Revised: October 2020
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STATEMENT OF COMMITMENT

Rutherford Contracting Ltd. is committed to excellence in customer service; staff members will endeavor to consistently treat others, regardless of their abilities, with courtesy and respect, and in so doing, will assist in facilitating independence and integration through the removal of physical, mental and/or attitudinal barriers. We will make reasonable efforts to create equal opportunities for access to the services we provide by understanding that equality sometimes means treating people differently in order to ensure they have access to services equal to someone who may possess different abilities.

We are committed and fully support the AODA and are committed to identifying, preventing and removing accessibility barriers and meeting the requirements set out by the AODA and IASR.

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Effective Date: January 2017

Last Revised: October 2020
Last Reviewed: October 2020

ACCESSIBILITY PLAN 2017 – 2021

Integrated Accessibility Standard Regulation

Part A – General

Requirement: Accessibility Policy

Rutherford Contracting Ltd.'s Accessibility Policy includes a statement of commitment and requirements for both the organization and its employees to meet the accessibility requirements under AODA and IASR in a timely manner.

Actions taken:

- The Accessibility Policy (HR – 011) was developed and approved
- The Accessibility Policy was reviewed and updated using the internal review process
- The Accessibility Policy will be made available to those requesting an accessible version

Actions planned:

- The Accessibility Policy will continue to be reviewed and updated (as needed) every three years or when Rutherford Contracting Ltd.'s practices/procedures change
- Continue providing accessible formats of the Accessibility Policy when requested

Requirement: Multi-Year Accessibility Plan

We are committed to creating and implementing a multi-year accessibility plan.

Actions taken:

- The Multi-Year Accessibility Plan was created in 2017 and updated in 2020
- The Multi-Year Accessibility Plan was posted on our website (www.ruthcon.ca)

Actions planned:

- The Plan to be available in an accessible format upon request
- Continue to review and update the Plan as needed or at least every 5 years
- Prepare annual status report on what has been done to achieve the accessibility plan, post the updates on the website, and make the update available in an accessible format upon request

Requirement: Training

Rutherford Contracting Ltd. will ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and in the Ontario Human Rights Code as it pertains to persons with disabilities. The training will include information about achieving accessibility by 2025 and highlight the requirements of the three standards (information and communication, employment, and transportation as it applies to our business).

Actions taken:

- All employees have taken the required AODA training
- AODA training was added to the New Hire Orientation process
- Mandatory training continues to be provided to all new hires
- All employees understand how to interact with customers, both with disabilities and without
- The training was added to our online training program so that Managers can verify their direct report's training compliance and so that we can run compliance check reports as needed
- Training records have dates of when the training was provided

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Actions planned:

- Continue to implement the training for all employees and include it in the New Hire Orientation process
- Implement a refresher training every 3 years or as changes occur to ensure knowledge is up to date

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Effective Date: January 2017

Last Revised: October 2020
Last Reviewed: October 2020

Integrated Accessibility Standard Regulation

Part B – Information and Communication Standard

Requirement: Accessible Formats and Communication Supports

Rutherford Contracting Ltd. is committed to providing information and communication in accessible form to people with disabilities. Upon request, we will work with the person requesting the information and provide/arrange for accessible formats or communication supports in a timely manner and at a cost that is equal to or less than the standard cost to other persons.

In the event we are unable to provide accessible formats or communication supports, we will provide the person requesting the information or communication with an explanation and summary as to why we are unable to fulfill their request.

Actions taken:

- Initiated a feedback process

Actions planned:

- Allow feedback to be provided in multiple formats (i.e. website, phone, email, etc.)
- Create processes that can be offered in accessible formats upon request
- Continually improve accessibility of our information and communication by reviewing the feedback provided and auditing
- Continue the feedback and request program

Requirement: Accessible Websites and Web Content

Our company website is controlled by us and therefore we must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the IASR schedule.

Actions taken:

- New content to the website and any content posted after January 1st, 2012 meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

Actions planned:

- Beginning January 1st, 2021: all web content posted after January 1st, 2012 will also meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Establish a procedure to ensure web content is compliant
- Conduct web audits to determine compliance and adjust web content accordingly

Requirement: Emergency Procedures, Plans or Public Safety Information

Safety is extremely important to us and we take every precaution to ensure we are prepared for emergency situations with carefully thought out procedures, plans and public safety information. Any of our public safety information is posted and will be available in an accessible format upon request.

Actions taken:

- Reviewed existing emergency procedures and ensured we can provide those procedures in an accessible format upon request

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Actions planned:

- Continue to review the public safety procedures to ensure they are up to date and accurate

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Integrated Accessibility Standard Regulation

Part C – Employment Standard

We are an equal opportunity employer and are committed to an environment that is inclusive and free of barriers so that all people, regardless of their abilities, have access to our employment practices.

Requirement: Recruitment

Actions taken:

- We include an equal opportunity statement in all of our job postings and that accommodations are available upon request
- Job applicants who have been selected for an interview will be notified that accommodations are available upon request

Actions planned:

- Include our procedure for accommodating employees with disabilities when offers of employment are made to successful applicants
- Continuously address barriers to recruitment and employment
- Continue to accommodate employees
- Ensure website job postings meet WCAG 2.0 Level AA standards by January 1st, 2021

Requirement: Accessible Formats and Communication Supports for Employees

We will consult with our employees who have disabilities in order to provide them with the accessible formats and communication supports they require to do their jobs effectively and to be informed of information that is generally available to all employees. The most appropriate accessible formats or communication supports will depend on the needs to the employee with the disability and the capacity of the employer to provide the support.

Actions taken:

- Ergonomically designed workstations, varying types of keyboards and mice available, and ergonomically correct safe work procedures have been developed
- Bathrooms and meeting space available on first floor
- Accessible formats available for training upon request

Actions planned:

- Continue educating ourselves on assistive technology
- Continue to provide accessible formats and communication supports where required and requested
- Continue to create accessible documents when requested

Requirement: Documented Individual Accommodation Plans

We have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The information collected for the individual accommodation plans are private and are reviewed to ensure their accuracy.

Actions taken:

- Developed a process for the development of documented individual accommodation plans for employees with disabilities

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- Have a designated confidential location for storage of the plans

Actions planned:

- When we do have an employee who requires individual accommodation, we will ensure the process is adhered to and that the plan is reviewed annually to ensure it is up to date

Requirement: Workplace Emergency Response Information

When we know that an employee has a disability and there is a need for accommodation, an individualized workplace emergency response information will be provided to the employee as soon as possible if it is necessary.

Actions taken:

- Created a Persons Requiring Assistance form and specific emergency protocols for meeting the AODA requirements
- A communication to all employees went out to identify employees with disabilities who require assistance during emergencies and information about where to find the Persons Requiring Assistance form/protocol for it

Actions planned:

- In the event there is an employee who requires assistance, we will implement the protocol and develop individualized emergency plans for employees who disclose that they require an accommodation
- Communicate every two years that emergency response assistance is available to identify new employees requiring assistance

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Integrated Accessibility Standard Regulation

Part D – Design of Public Space

Requirement: Accessible Public Spaces

We will incorporate accessibility in the design and layout when redesigning any Rutherford office space. This will include public spaces such as, waiting areas, meeting rooms, and front reception areas. We will ensure the *Integrated Accessibility Standards – The Design of Public Spaces Standards* and Ontario’s Building Code requirements are met.

Actions taken:

- Management is aware of this requirement and will ensure the future designs will comply

Actions planned:

- Continuously improve and consider accessibility in our office space

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Integrated Accessibility Standard Regulation

Part E – Customer Service Standard

Requirement: Accessible Customer Service

We have always strived for outstanding customer service in any interaction we find ourselves in, whether it's a client, subcontractor, consultant, MOL Inspector, employee, applicant, or simply just someone coming in off the street looking for help with directions, we want to ensure that our customer service is world class.

In addition to our high standard of service, we actively identify barriers to accessibility and try to find appropriate ways to accommodate varying needs of people in order for us to provide customer service that is accessible.

Actions taken:

- All employees, including all members of the management team, have received training on delivering accessible customer service and interacting with people with various disabilities
- Training records are stored and maintained so that managers can access them as needed
- Assistive devices and service animals are permitted on Rutherford Contracting Ltd.'s head office premises in which public require access
- Support persons that accompany a person with a disability are able to access public areas as well
- Visitors/public are informed if accessible services are temporarily unavailable
- Emergency procedures have been developed

Actions planned:

- Continue to train new employees on AODA and IASR
- Continue allowing the use of assistive devices and welcoming support persons and service animals
- Continue to communicate when accessible features are temporarily unavailable
- Continue reviewing emergency procedures to ensure accuracy
- Continue to develop our services to ensure accessibility and equal access for all
- Continue to ask if any accommodations are required when customers are coming to our head office
- Create a process document/tip sheet that employees will adhere to when interacting with persons with disabilities to ensure their needs are met

Requirement: Feedback

Rutherford has established procedures for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and will make the feedback procedure available to the public upon request. In the feedback process, we specify the actions that we will take if a complaint is received.

People are able to provide their feedback in person, by telephone, in writing, or electronically. We invite feedback on how our services were delivered to people with disabilities – we see it as an opportunity to improve and use it when reviewing the multi-year plan.

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Actions taken:

- Developed and implemented a feedback process
- Feedback can be provided in multiple formats

Actions planned:

- Continue to use the feedback process
- Ensure feedback process for internal employees is accessible
- Continue to utilize the feedback as a means for improving Rutherford's services

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ASSESSING RESULTS

Accessibility Status Reports

We will generate annual Accessibility Status Reports which will include the goals and legislative requirements for that period that we have met according to our plan. We will make this report available on our website and in accessible formats upon request.

Reviewing Feedback

Once we receive feedback related to accessibility, we will review and evaluate the information and use it to improve our processes. We may also include the information in our accessibility reports and/or multi-year accessibility plan.

Revisions to the Multi-Year Accessibility Plan

In the event that we decide, using feedback and our own planning processes, that the Multi-Year Accessibility Plan requires revision, we will make the agreed upon updates. We will post the revisions on our website and will also make them available in accessible formats upon request.

Feedback is Welcome!

We encourage your feedback and inquiries about accessibility and our efforts at meeting the AODA and IASR requirements.

Please contact us as by:

- Email: info@ruthcon.ca
- Phone: (905) 726 – 4888