



**Rutherford Contracting Ltd.**  
**AODA Annual Status Update**

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### **VISION AND COMMITMENT**

We are committed to meeting our requirements under the AODA and IASR, as well as:

- Treating all people in a manner that maintains their dignity and independence;
- Supporting equal opportunity and inclusiveness;
- Meeting accessibility requirements in a timely manner by identifying and removing barriers to accessibility; and
- Working together to create and promote a culture of respect for everyone and acceptance of accessibility.

The AODA and IASR were created to develop, implement, and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The accessibility standards outline companies' responsibilities with regard to:

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

We are also committed to outstanding customer service and we incorporate that value into our processes and methods used for conducting our business. We greatly value delivering excellent service and building positive relationships.

### **INTEGRATED ACCESSIBILITY STANDARDS REGULATION**

Based on the standards in the IASR, we have completed the following actions:

#### **Part 1 – General**

Actions taken:

- The Accessibility Policy was implemented and has been made available on our website and can be requested in accessible formats.
- The Multi-Year Accessibility was created and is updated regularly. It has also been posted to our website.
- Training is provided to all employees, including new hires, and accurate training records are maintained.

#### **Part 2 – Information and Communication Standard**

Actions taken:

- Feedback process has been initiated and is available on our website.
- Any new content added to our website as well as any content posted after January 1<sup>st</sup>, 2012 meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).
- Reviewed existing emergency procedures and ensured we can provide procedures in accessible formats upon request.

**Part 3 – Employment Standard**

Actions taken:

- An equal opportunity statement is included in all of our job postings and accommodations are available upon request.
- Ergonomically designed work stations are available and ergonomically correct safe work procedures have been created and implemented.
- Accessible formats and features are available upon request.
- Process for documented individual accommodation plans was created.
- Created a Persons Requiring Assistance form and specific emergency protocols.
- A process was created for identifying employees with disabilities who require assistance during emergencies.

**Part 4 – Design of Public Space**

Actions taken:

- Management is aware of the requirement and has ensured that future designs will comply.

**Part 5 – Customer Service Standard**

Actions taken:

- All employees, including management, have received training and records are maintained.
- Assistive devices, support persons, and service animals are permitted at our head office.
- Visitors/public are informed if accessible services are temporarily unavailable.
- Emergency procedures have been developed.
- Developed and implemented a feedback process.

**ACCESSIBILITY FEEDBACK**

Your feedback is greatly valued and crucial in helping us identify barriers that inhibit your ability to interact with us or receive our services. We are committed to improving the availability of accessible formats and servicing persons with disabilities.

You can provide your feedback by filling out the accessibility request and feedback form or you can email us at [info@ruthcon.ca](mailto:info@ruthcon.ca) or by calling us at 905-726-4888.

You can also mail your feedback to us:

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224 Earl Stewart Drive  
Aurora, ON L4G6V7  
Attn: Human Resources Department