



Rutherford Contracting Ltd.

AODA Annual Status Update

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AODA Annual Status Update

Written: October 2020
Effective Date: October 2020

Last Revised: October 2021
Last Reviewed: October 2021

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.

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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 reviewed and minor changes made which has been uploaded to our website and continues to be available in accessible formats upon request.
- The Multi-Year Accessibility Plan was updated for the years of 2022 - 2027 and continues to be updated regularly. It has also been posted to our website.
- Training continues to be provided to all employees, including new hires, and accurate training records are maintained.

Part 2 – Information and Communication Standard

Actions taken:

- Feedback process continues to be available on our website.
- Any new content added to our website as well as 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).
- Reviewed again the existing emergency procedures and ensured we can provide procedures in accessible formats upon request.

Part 3 – Employment Standard

Actions taken:

- We continue to include equal opportunity statements in all of our job postings and accommodations are available upon request.
- Ergonomically designed work stations as well as ergonomically correct safe work procedures continue to be available.
- Accessible formats and features continue to be available upon request.
- The process for documented individual accommodation plans is available.
- Persons Requiring Assistance form and specific emergency protocols continues to be available.
- The process for identifying employees with disabilities who require assistance during emergencies continues to be available when needed.

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Part 4 – Design of Public Space

Actions taken:

- Management is aware of the requirement and has ensured that future designs will comply. Update as of October 2021: No changes to the public space but management is still aware of the requirement in the event the space must be changed.

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 continue to be permitted at our head office.
- Visitors/public continue to be informed if accessible services are temporarily unavailable.
- Emergency procedures will be utilized when needed.
- Feedback process continues to be available.

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 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