

## **Accessible Customer Service**

Joe Johnson Equipment Inc. (JJE) is committed to excellence in serving all customers, including those with disabilities.

### **Assistive Devices**

JJE will ensure that employees who are required to provide customer service to customers with disabilities will be trained and familiar with various assistive devices that may be used by customers with disabilities in order to access our goods or services.

### **Communication**

JJE will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

JJE welcomes people with disabilities and their service animals into our facilities. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them onto our premises. Support persons may be required to sign a JJE Confidentiality Agreement if they are going to be privy to confidential information.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to JJE services or facilities, JJE will notify customers. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Training for JJE Employees**

JJE will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- JJE's Accessible Customer Service plan
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use any assistive devices on JJE premises
- What to do if a person with a disability is having difficulty in accessing JJE's goods and services

Employees will also be trained when changes are made to the JJE Accessible Customer Service Plan.



### **Feedback Process**

Customers who wish to provide feedback on the way JJE provides goods and services to people with disabilities can:

- Email HR department at [hrsupport@jjei.com](mailto:hrsupport@jjei.com)
- Call HR directly at 705-733-7700

All feedback will be reviewed and directed to the appropriate person. Customers can expect to hear back in 2-4 business days. Complaints will be addressed according to JJE's regular customer complaint management procedures.

## **Multi-Year Accessibility Plan**

**2023 – 2028**

### **Introduction**

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. The purpose of the AODA is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with disabilities.

The *Integrated Accessibility Standards Regulation (IASR)* is a regulation under the AODA which is to ensure accessibility for persons with disabilities in the following areas:

1. Information and Communication
2. Employment
3. Transportation
4. Design of Public Spaces

This 2023-2028 Multi-Year Accessibility Plan outlines the policies and actions for our Company put in place to improve opportunities for people with disabilities and will be modified as required to improve our services for those who require it, and to maintain compliance with the IASR. The Accessibility Plan will be reviewed and updated at least once every 5 years but may be reviewed and revised more frequently depending on need.

### **Statement of Commitment**

Our Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

### **Accessible Emergency Information**

Our Company is committed to providing:

- ✓ Our customers and clients with available emergency information in an accessible format upon request.
- ✓ Our employees with individualized emergency response information when necessary upon request and in a timely manner.
- ✓ A process for documenting accessibility issues for employees and individualized workplace emergency response information.

Status: Complete/Ongoing

### **Training**

Our Company provides training to employees on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with disabilities in a way that best suits the duties of employees.



Our Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

## **Multi-Year Accessibility Plan**

- ✓ Provide training to all employees as soon as practical.
- ✓ Maintain a record of the dates that the training was provided and the individuals to whom it was provided.
- ✓ Ensure that the training is provided when a new employee starts and/or when the policy and/or legislation changes.

Status: Complete/Ongoing

### **Information and Communications**

Our Company is committed to meeting the communication needs of people with disabilities and will provide or arrange for the provision of accessible formats and communication supports to persons with disabilities taking into account the person's accessibility needs.

Questions, comments or feedback can be made in writing, in person, by telephone or via email address to [hrsupport@jjei.com](mailto:hrsupport@jjei.com) to ensure that any accessibility issues are directed to the appropriate person, reviewed, and responded to in a timely manner.

Our Company will continue to meet the Web Contents Accessibility Guidelines (WCAG) 2.0 Level AA, regarding its website and web content.

Status: Confirmed December 2023.

### **Employment Standard**

#### **Recruitment**

Our Company is committed to fair and accessible employment practices and will take the following steps to notify the public and staff:

- ✓ that we will accommodate people with disabilities upon request, during the recruitment, assessment, and selection process.
- ✓ if a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- ✓ notify successful applicants of our policies for accommodating employees with disabilities.

Status: Complete/Ongoing

#### **Information for Employees**

Our Company will take the following steps to ensure employees know about Our Company's policies for supporting employees with disabilities and will inform them via following methods:



- ✓ new employee orientation process
- ✓ policy updates via email
- ✓ website and intranet

Status: Complete/Ongoing

## **Multi-Year Accessibility Plan**

### **Process to Accommodate Employees**

Our Company has in place a Return-to-Work process for their employees who have been absent from work due to a disability and require disability-related accommodation to return to work.

Status: Complete/Ongoing

### **Design of Public Spaces**

Our Company is not currently responsible for redeveloping or constructing any of the public spaces covered by the Design of Public Spaces Standards. However, should Our Company have such responsibility in the future it will ensure compliance with the requirements of the IASR.

### **Contact Information**

Our Company will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients as required and requested.

For more information, questions, or concerns regarding accessibility at our Company or to request communication in an accessible format, please contact Human Resources at (705) 733-7700, or via email at [hrsupport@jjei.com](mailto:hrsupport@jjei.com).