

Accessibility Policy



Multi-Year Accessibility Plan

This Multi-Year plan continues the foundational work of previous plans and incorporates new ideas to address persistent barriers to accessibility. The below initiatives fall under four of the five key areas of the Accessibility for Ontarians with Disabilities Act and corresponding regulations.

1. Customer Service - Ongoing

Training has been provided to all staff on the requirements of AODA and the Human Rights Code as it relates to people with disabilities. Training continues to be provided to all new hires, volunteers and those who provide services on behalf of Bousfields. Records are kept by Human Resources.

Bousfields ensures that all public meetings hosted by the firm are available in an accessible format upon request, ensuring that communication with any person with disabilities is done in a way that respects the person's disability.

2. Information & Communication - Ongoing

Bousfields meets the WCAG 2.0 Level AA standard for the current company website and all websites hosted by the firm. Our current website was updated in 2023 to meet these requirements and we continue to maintain them.

Bousfields will ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports. The public shall be notified about the availability of accessible formats and communication supports.

Bousfields will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports shall be provided in a timely manner, taking into account, the person's accessibility needs to determine the suitability of an accessible format or communication support. The public shall be notified about the availability of accessible formats and communication supports.

Accessible formats may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats used by persons with disabilities.

3. Employment Standards - Ongoing

Bousfields is committed to posting information about the availability of accommodation for applicants with disabilities in its recruitment process. Job applicants who are selected for an assessment /interview shall be notified that accommodations are available for materials/processes used in selection, upon request. Successful applicants shall be notified about the firm's policies for accommodating employees with disabilities.

Bousfields informs employees of policies used to support individuals with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. Bousfields provides this information in their first week of employment and provides updated information to employees whenever there is a change to existing policies on the provision of job accommodations. Accessible formats for information needed for an employee's job and/or general information in the workplace will be provided upon request.

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, the plans shall include individualized workplace emergency response information. Elements for the individual accommodation plans are set out in the AODA Integrated Accessibility Standards.

Bousfields maintains a documented return to work process for employees who are returning to work due to a disability and require disability-related accommodations. The return-to-work process shall outline the steps that we will take to facilitate the return to work

Bousfields shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and performance management processes.

4. Design of Public Spaces - Ongoing

When consulting on the design of public spaces that are newly constructed or redeveloped by Bousfields shall advise on the accessibility requirements set out in the AODA Design of Public Spaces Standards, including the following areas:

- Recreation Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior paths of Travel
- Accessible Parking

Bousfields Inc. is committed to ensuring accommodation for people with disabilities and compliance with accessibility legislation, including the Accessibility for Ontarians with Disabilities Act and corresponding regulations.

For more information on the Accessibility policies at Bousfields please contact our Operations team at bousfields@bousfields.ca.