



Accessibility for Ontarians with Disabilities Act

Accessibility Multi-Year Plan

Introduction

The Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 with the goal of making Ontario accessible by 2025.

Pioneer Family Pools is committed to complying with the Accessibility for Ontarians with Disabilities Act 2005 and all of the standards under it in order to meet the accessibility needs of persons with disabilities in a timely manner.

In keeping with elements of the Act, Pioneer Family Pools has established in accordance with the regulation; this multi-year accessibility plan which outlines our strategy to prevent and remove barriers for persons with disabilities.

In accordance with the requirements set out in the AODA, Pioneer Family Pools will:

- Post this plan on its website (found at: www.Pioneer Family Pools.com)
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years

Overview:

This plan covers the following;

1. Customer Service Standards
2. Integrated Accessibility Standards
3. Emergency Procedure, Plans or Public Safety Information
4. Workplace Emergency Response Information
5. Training
6. Information and Communication Standards

7. Feedback, Accessible Formats and Communication Supports
8. Accessible Website and Web Content
9. Employment Standards
10. Recruitment
11. Informing Employees of Supports available/required
12. Documented Individual Accommodation Plans/Return to Work Process
13. Performance Management, Career Development and ongoing Customer Service

Actions Taken:

Staff will be trained (at orientation for new employee and current training for existing employees) to communicate and provide the best possible customer service to all customers, including persons with disabilities;

To ensure all staff are trained and familiar with various assistive devices that may be used by customers with disabilities who are accessing our goods or services;

Maintain the completion of accessibility training and records accordingly; for any Pioneer Family Pools location are open to the public and other third parties, are accommodated as needed;

Ensuring if any customer with a disability is accompanied by a support person, the support person is accommodated; Posting notice(s) in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice will include reason(s) for the disruption, the anticipated timeframe, and details of next closest branch or service, if any, that may be available; continuance to encourage feedback from any person with disabilities through various communication methods.

Mandatory compliance date: January 1, 2013

Status: Completed

Planned Actions;

Compliance reporting tools through the One-Source for Business website: PIONEER FAMILY POOLS

-Integrated Accessibility Standard

-Emergency Procedure, Plans or Public Safety Information:

Pioneer Family Pools is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

Action Taken: public safety information are made available to the public

Customer Service Standard: The Accessibility Standards for the Customer Service were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, the organization is committed to providing respectful services that focus on the unique needs of the individual.

Pioneer Family Pools makes reasonable, timely efforts to ensure that its policies, procedures and practices pertaining to the providing of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: under

Ontario Regulation 429/07.

Pioneer Family Pool's goods and services must be provided in a manner that respects the dignity and independence of any persons with disabilities.

-Integrated Accessibility Standard

-Emergency Procedure, Plans or Public Safety Information:

-Pioneer Family Pools is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

Action Taken:

Public safety information are made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Mandatory compliance date: January 1, 2012

Status: Completed

Workplace Emergency Response Information:

Where Pioneer Family Pools is aware that an employee has a disability and there is a need/request for accommodation any/all individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Action Taken: if the employee's disability is such that the individualized emergency response information is necessary, Pioneer Family Pools will provide individualized workplace emergency response information to the employee with the disability as soon as practicable after it becomes aware of the need requires assistance, with the employee's permission, Pioneer Family Pools will provide the workplace emergency response Information to the person designated by the company to provide assistance to the employee.

Pioneer Family Pools will review the individualized workplace emergency response information when:

- the employee relocates to a different position/location in the organization;
- the employee's overall accommodations needs or plans are reviewed; and/or
- Pioneer Family Pools reviews its general emergency response policies.

Mandatory compliance date: January 1, 2012

Status: Completed

Training:

Pioneer Family Pools is committed to implementing a process to ensure that all employees and all other persons who provide goods, services and facilities on Pioneer Family Pool's behalf are provided with appropriate training on the requirements of the AODA and the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.

Actions Planned:

To determine and ensure that the appropriate training on the requirements of the AODA and the Ontario Human Rights Code, as it pertains to persons with disabilities is provided to all employees and other persons who provide goods and services on Pioneer Family Pool's behalf within a reasonable timeframe and is practical provided and the number of individuals to whom it was provided current and provided on any changes to the given policies on an ongoing basis within reasonable timeframes.

Mandatory compliance date: January 1, 2015

Status: Completed

Information and Communication Standards:

Pioneer Family Pools is committed to complying with provisions of the AODA in respect of this requirement, with the objective of making applicable company information and communications accessible to persons with disabilities.

- Feedback, Accessible Formats and Communication Supports

Actions Planned: arranging for the provision of accessible formats and communications supports, upon request for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the individual person's accessibility needs. the suitability of an accessible format or communication support.

Mandatory compliance date: January 1, 2015

Feedback-related provisions - Status: Completed

Accessible formats & Communication Supports date: January 1, 2016

Status: In process