

Date: Feb 19/2021

Tiremaster Ltd.

Tiremaster Multi Year Accessibility Policy and Plan

POLICY STATEMENT

Tiremaster is committed to ensuring equal access and participation for people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontario Act and Ontario's accessibility laws. Tiremaster is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. Tiremaster understand that obligations under the Accessibility for Ontarians with Disabilities Act, 2005(AODA) and its accessibility standards do not substitute or limit its obligations under Ontario Human Rights Code or obligation to people with disabilities under any other law. Tiremaster is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. Tiremasters' policy and plan will be reviewed and updated at least once every five years unless regulatory changes occur that require immediate attention.

TRAINING

Tiremaster will provide training to employees on Ontario's accessibility laws and on Human Rights Codes as it relates to people with disabilities, this training will be provided in a way that best suits the duties of the employee. This ongoing training will be provided to all employees means of online, in-persons and send self-directed materials.

Tiremaster will develop a training plan that will ensure that all staff receive ongoing training as well as to ensure that our policies and training materials are part of our orientation package.

COMMUNICATION

Tiremaster is committed to meeting the needs of people with disabilities, we will consult with people with disabilities to determine their information and communication needs.

Tiremaster will ensure that all information contained with in our website are relevant and accessible to persons with disability.

Tiremaster will ensure that our content editors and website administrators have knowledge of WCAG 2.0 Level A requirements and to ensure that our website reflect WCAG 2.0 Level AA.

FEEDBACK

Tiremaster will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Encourage feedback about our accessibility, including customer service, website, and employment practices.
- Feedback can be submitted using on line “Contact Us” form which is available at www.tiremaster.ca
- Feedback can also be made in writing, by telephone, fax or email.

Tiremaster Limited

145 Orenda Road

Brampton Ontario

L6W 1W3

Telephone 905-453-4300

Fax 905-453-0034

Emails can be sent the Vice President of Operations and sales:

tcherry@tiremaster.ca

- VP of Operations and Sales or a delegate will review the feedback, investigate the situation, try to resolve it and provide a response in a reasonable amount of time after receiving the information.

EMPLOYMENT

Tiremaster is committed to fair and accessible employment practices.

Tiremaster will notify employees, job applicants and the public that accommodations can be made during the recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. We will consult with employees when arranging for the provision of suitable accommodation that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee job;
and
- b) Information that is generally available to employees in the workplace

We have a written process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work. Our performance management, career development and redeployment process take into account the accessibility needs of all employees.

Accommodation Process

Tiremaster Limited is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs. Accommodation can be requested by the employee or identified by the employee's manager or hiring manager. The employee will be an active participant in the step

- Information will be collected on the employee functional abilities,

not the nature of the employee's disability manner. It will only be disclosed to individuals who need it to perform the accommodation process.

- The employee and his/her manager will work together to find the most appropriate accommodation
- A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated
- The employee may ask a bargaining agent or other workplace representative to participate in the process.

After identifying the most appropriate accommodation(s) the details will be documented in a written plan, including:

- What accommodations(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan.

The accommodation plan will also be review and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes

Action _____
Assigned to _____
Due Date: _____ Completion Date _____

Information Sources

Identify and include the contact information for any experts consulted when building the plan (e.g. human resource manager, family doctor, specialists)

Name _____
Title _____
Email Address _____
Telephone Number _____

Related Documents

Employee Emergency Plan

Accessible format of the individual accommodation plan

What type(s) of accessible formats and/or communication support the employee need

Return to work plan

Other

Comments

Employee Signature and Date

Manager Signature and Date

Return to Work Process

Tiremaster is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.

Step 1: If an employee needs to take a disability leave, s/he will inform his/her manager and human resources. The employee and manager will maintain regular contact, to address any problems that may arise and facilitate the return-to-work process.

Step 2: The employee and manager will work together to share information and find the most appropriate accommodation, for example:

Manager

- Provide the employee with return to work information
- Help resolve any problems with treatment if requested by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

Employee

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about his/her functional ability to perform the job
- Provides his/her health care provider with return to work information
- Health care provider(s) union/workplace representative(s) and health and safety professional(s) may also participate in the process, if needed

Step 3: After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan.

Depending on the circumstances the employee may:

- Return to the original position

- Return to the original position with accommodation(s) on a temporary or permanent basis
- Return to alternate position on a temporary or permanent basis

The return to work plan should be attached to the employee's individual accommodation plan.

Step 4: After implementing the return to work plan, the employee and manager will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step2) and update the plan.

TIREMASTER RETURN TO WORK

DATE _____

EMPLOYEE _____

DEPARTMENT _____

MANAGER _____

TITLE/DEPARTMENT _____

RETURN TO WORK START DATE _____

RETURN TO WORK END DATE _____

GOAL

At the end of the return to work process the employees will return to his/her

- _____ Original job
- _____ Original job with modifications
- _____ Alternate job (include description)

Accommodations and transitional measures

List any limitations the employee experiences as a result of his/her disability how it affects different aspects of his/her job and any accommodations or safety measures required to help the employee return to work. Accommodations may include, but are not limited to;

- modified work hours
- modified work location
- modified job requirements
- assistive devices
- additional support

If the measures will be phased in or out include a start and end date

Limitation _____

Task Affected _____

Accommodation _____

Safety Considerations _____

Start date _____ End Date _____

Assignment to Alternate Position

Complete this section if the employee will not be returning to his/her original job.
The assignment to an alternate position may be temporary or permanent

Job Title _____

Length of Assignment _____

Description of New Position _____

Training and Safety Requirements _____

Comments _____

Signatures and Date

Employee _____

Manager _____

Emergency Response Requirements

Tiremaster where needed will also provide customized emergency information to help an employee with a disability during and emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable as soon as we become aware of the need for accommodation due to the employee's disability

We will review the information as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies

Tiremaster employee emergency information worksheet

Please complete this worksheet to help Tiremaster identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us provide you with individualized emergency information.

The information collected is confidential and will only be shared with your consent. You **do not** have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Date:

Employee Information

Name:

Department:

Telephone:

Email:

Mobile Phone:

Emergency Contact Information

Name:

Telephone:

Email:

Mobile Phone:

Relationship:

Work Location

1. Where do you work?

Address:

Floor:

Room Name/Number:

2. Do you work in different places on a regular basis?

Yes No

List the addresses, floors and room locations.

Potential Emergency Response Barriers

3. Can you see or hear the fire/security alarm signal?

Yes No Don't Know

If no, what would help you know the alarm was flashing/ringing?

4. Can you activate the fire/security alarm system?

Yes No Don't Know

If no, what would help you sound the alarm?

5. Can you talk to emergency staff?

Yes No

If no, what would help you to communicate with them?

6. Can you use the emergency exits?

Yes No Don't Know

If no, what would help you to exit the building?

7. Does your mobility device fit in the emergency waiting area?

Yes No Don't Know

If no, what would help it fit, or is there a better location?

8. Could you find the exit if it was smoky or dark?

Yes No

If no, what would help you find the exit?

9. Can you exit the building by yourself?

Yes No

If no, what would help you to get out?

10. Can you get into an emergency evacuation chair by yourself?

Yes No Don't Know N/A

If no, what help do you need?

11. Would you be able to evacuate during a stressful and crowded situation?

Yes No

If no, what would help you evacuate?

Instructions:

12. Can you read/access our emergency information?

Yes No

If no, what would make this information available to you?

13. If you need help to evacuate, what instructions do people need to help you?

Instructions:

14. If you need other accommodations in an emergency, please list them here.

Accommodations:

Tiremaster employee emergency response information template

Instructions

Use the information collected in the employee emergency information worksheet to create individualized emergency responses for each employee with a disability. Feel free to modify the form if an employee needs different types of accommodations for different types of emergencies.

All information in this document is confidential and will only be shared with the employee's consent.

Individualized Workplace Emergency Response Information for:

Name:

Department:

Emergency Contact Information

Name:

Telephone:

Email:

Mobile Phone:

Relationship:

Work Location (Repeat for other work locations)

Address:

Floor:

Room Name/Number:

Emergency Alerts

[Name of employee] will be informed of an emergency situation by:

[check all that apply]

Existing alarm system

Pager device

Visual alarm system

Co-worker

Other (Specify):

Assistance Methods

List types of assistance (e.g. staff assistance, transfer instructions, etc.)

OPERATING PROCEDURES

Communication with Customers with Disabilities

When communicating with a customer with a disability, Tiremaster will do so in a manner that takes into account the customer's disability.

This may mean providing information in an alternate format such as large print, or it may mean sending an electronic copy of a document that can be read with a screen reader, for example.

The Provision of Goods and Services to Customer with Disabilities

Tiremaster will use reasonable efforts to ensure that the provision of its goods and services are consistent with the following principles;

- Tiremaster's goods and services are provided in a manner that respects the dignity and independence of customers with disabilities
- The provision of Tiremaster's goods and services to customers with disabilities are integrated with those provided to customers who do not have disabilities wherever possible given any situation
- Customers with disabilities are given an opportunity equal to that

of customers without disabilities to obtain, use or benefit from Tiremaster's goods and services wherever possible.

Assistive Devices

A customer with a disability may provide their own assistive devices for the purpose of obtaining, using and benefiting from Tiremaster's goods and services. Exceptions may occur in situations where Tiremaster has determined that the assistive device may pose a risk to the health and safety of a customer with a disability or the health and safety of others. In these situations, and others, Tiremaster may offer a customer with a disability other measures to assist him or her in obtaining, using and benefiting from Tiremaster's goods and services, where Tiremaster has such other measures available.

It is the responsibility of the customer with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Service Animals

Where Tiremaster provides goods and services, customers with a disability may enter premises owned and/or operated by Tiremaster, accompanied by a service animal and may keep the service animal with them if the public has access to such premises and the service animal is not otherwise excluded by law. If a service animal is excluded by law, Tiremaster will use reasonable effort to ensure alternate means are available to enable the customer with a disability to obtain, use or benefit from Tiremaster's goods or services.

It is the responsibility of the customer with a disability to keep their service animal in control at all times.

Support Persons

Tiremaster, where it provides goods and services, will ensure that a customer with a disability may enter premises owned and/or rented by Tiremaster with a support person and have access to their support person while on the premises.

At times, Tiremaster may require that a customer with a disability be accompanied by a support person while on the premises, where it is deemed necessary to protect the health and safety of the customer with a disability or the health and safety of others on the premises.

Notice of Temporary Disruptions in Services and Facilities

Tiremaster is aware that the operation of certain services and facilities is important to customers with disabilities. However, temporary disruptions in services and facilities may occur due to reasons that may or may not be within Tiremaster's control or knowledge.

Tiremaster will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternate facilities or services, if any, that may be available. Tiremaster will make reasonable effort to provide prior notice of planned disruption, recognizing that in some circumstances such as in the situation of an unplanned temporary disruption, advance notice will not be possible. In such cases, Tiremaster will provide notice as soon as possible.

When temporary disruptions occur to Tiremaster's services and/or facilities used by customers with disabilities, Tiremaster will provide notice by posting the information in visible places, or on Tiremaster's website, or by any other method that may be reasonable under the circumstances, as soon as possible.

INFORMATION GUIDELINES

The Accessibility for Ontarians with Disabilities Act is a provincial act with the purpose of developing, implementing and enforcing accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

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Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods or services to members of the public. Designated public sector organizations, including Tiremaster must comply with this standard.

The policy is drafted in accordance with the Accessibility Standard for Customer Service (Ontario Regulation 429/07) and addresses the following

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Training

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