**Accessibility for Ontarians with Disabilities Act**

**Policy & Procedures**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
| **POLICY:** | **AODA POLICY and PROCEDURES**  |
| Section: | GENERAL POLICY |
| Effective Date: | October 16, 2020 |
| Most Recent Revision: | October 16-2022 |

**POLICY** 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. KOVATERA INC. is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2014. 1.02 KOVATERA INC. is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act** (AODA) as they are introduced and become law. 1.03 KOVATERA INC. recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing, and enforcing standards in a timely manner to achieve accessibility for Ontarians with disabilities. 1.04 KOVATERA INC. is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy. 1.05 KOVATERA INC. is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information, communication, and employment, to meet the accessibility needs of people with disabilities in a timely manner. 1.06 KOVATERA INC. is committed to excellence in serving all our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that considers the person’s disability. 1.07 KOVATERA INC. is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers, and members of the public. 1.08 KOVATERA INC. is committed to promoting values that support relationships between people with disabilities and the organization. 1.09 KOVATERA INC. is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. 1.10 KOVATERA INC. is committed to the training of all employees, volunteers, and persons who deal with customers and the public on KOVATERA INC.’s behalf. Persons participating in the development and approval of KOVATERA INC.’s policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities will also be trained. 1.11 KOVATERA INC. is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication, and Employment. **2 PURPOSE** 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. KOVATERA INC. endeavours to provide accessibility and accommodation as prescribed in the AODA. 2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in KOVATERA INC. decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers. **3 SCOPE** 3.01 This policy applies to KOVATERA INC.’s:  Customers  Employees  Volunteers  Applicants for employment with KOVATERA INC. who may require employment accommodation through the recruitment, assessment, selection, and hiring process  Visitors Contractors and subcontractors engaged by KOVATERA INC.  Any other third-party providing goods, services or facilities on KOVATERA INC.’s behalf **4 RESPONSIBILITY** 4.01 Managers and immediate supervisors are responsible for ensuring that all employees follow the guidelines set out in this policy. 4.02 Each manager and immediate supervisor is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices, and procedures. 4.03 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of the KOVATERA INC., and persons involved in the creation of KOVATERA INC.’s policies are responsible for adhering to and following the commitments set out in this policy. **5 DEFINITIONS** 5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities. 5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs. 5.03 “**Communication supports**” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications. 5.04 “**Communications**” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received. 5.05 “**Dignity**” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

|  |
| --- |
|  |

5.06 “**Equal opportunity**” means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others. 5.07 “**Independence**” means when a person can do things on their own without unnecessary help or interference from others. 5.08 “**Information**” includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that covey meaning. 5.09 “**Integration**” means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services. 5.10 “**Reasonable efforts**” means taking approaches that meet the required needs of the individual. **6** **REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE** **QD-233-AODA Customer Service -General Policy****QD-234-Customer Feedback Form****QD-235-AODA Customer Service Standard Quiz****QD-236- Notification of Service Disruption****QD-298- AODA POLICY & PROCEDURES****QD-299 -Accessibility for Ontarians with Disabilities Act, 2005** **QD-300** -**Multi-year accessibility plans** **QD-301-AODA Customer Service Standard Quiz****OTHER REFERENCES RESOURCES:** Ontario Human Rights Code Accessibility Standards for Customer Service, Ontario Regulation 429/07 Exemption from Reporting Requirements, Ontario Regulation 430/07 Integrated Accessibility Standards, Ontario Regulation 191/11 Purchasing or acquiring goods, services, or facilities Self-service kiosks Accessibility and human rights training**7 PROCEDURES** 7.01 KOVATERA INC. will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. KOVATERA INC. will also report on performance in relation to established accessibility goals and targets. 7.02 If you have questions on this policy, want to provide feedback or have a complaint, contact our SLT=Senior Leadership Team as follows: **Feedback may be provided by:**Email: sales@kovatera.com **Mail**: KOVATERA INC. 240 Fielding Road Lively, ON P3Y 1L6 Attention: Senior Leadership TeamTelephone: 1-705-523-1621 Fax: 705-523-0885 |  |

* + [\*Emergencies: Utility Outage/Disruption](http://www.ehs.ufl.edu/index.php?page_id=7814)
	+ [3D Printer Policy](http://www.ehs.ufl.edu/programs/os/3d-printer-policy/)
	+ [Basic Electrical Safety Policy](http://www.ehs.ufl.edu/programs/os/basic_electrical/)
	+ [Chain Saw Safety Policy](http://www.ehs.ufl.edu/programs/os/chainsaw/)
	+ [Compressed Gas Cylinders Condensed Safety Rules \*](http://www.ehs.ufl.edu/programs/os/cgr/)
	+ [Compressed Gas Cylinders: Use and Storage](http://www.ehs.ufl.edu/programs/os/cylinder/)
	+ [Confined Space Entry Policy](http://www.ehs.ufl.edu/programs/os/csep/)
	+ [Construction Safety Resources](http://www.ehs.ufl.edu/programs/os/construction/)
	+ [Contractor Health and Safety Requirement Policy](http://www.ehs.ufl.edu/programs/os/contractor-safety-requirement-policy/)
	+ [Electrical Safety Policy](http://www.ehs.ufl.edu/programs/os/electrical/)
	+ [Fall Protection Policy](http://www.ehs.ufl.edu/programs/os/fallprotect/)
	+ [Hazardous Energy Control (Lock out/Tag out) Policy](http://www.ehs.ufl.edu/programs/os/lockout/)
	+ [HazCom: Hazard Communication Program](http://www.ehs.ufl.edu/programs/os/hazcom/)
		- [Chemical Safety Information and Safety Data Sheets](http://www.ehs.ufl.edu/programs/os/hazcom/msds/)
	+ [Hot Work Safety Policy](http://www.ehs.ufl.edu/programs/os/hotwork/)
		- [Hot Work Permit Request](http://webfiles.ehs.ufl.edu/hotwork_permit.pdf)
		- [Hot Work Supervisor’s Role](http://www.ehs.ufl.edu/programs/os/hotwork/hotworkspv/)
	+ [Natural Gas Leaks Policy](http://www.ehs.ufl.edu/programs/os/naturgas/)
	+ [Personal Protective Equipment](http://www.ehs.ufl.edu/programs/os/personal-protective-equipment/)
	+ [Portable Power Tool Safety](http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_id=9850&p_table=STANDARDS)
	+ [Student Shop Safety Policy](http://www.ehs.ufl.edu/programs/os/student-shop-safety/)
	+ [Trenching and Excavation Policy](http://www.ehs.ufl.edu/programs/os/trenching/)
	+ [Forms](http://www.ehs.ufl.edu/programs/os/forms/)
* [Pest Management](http://www.ehs.ufl.edu/programs/pest/)
	+ [Feral Cats & Other Wild Animals Living on Campus Policy](http://www.ehs.ufl.edu/programs/pest/feralcats/)
	+ [Services](http://www.ehs.ufl.edu/programs/pest/services/)
	+ [Pest Control Trouble Form](http://www.ehs.ufl.edu/programs/pest/trouble/)
* [Radiation Control](http://www.ehs.ufl.edu/programs/rad/)
	+ [\*Emergencies: Hazardous Materials Injury/Exposure](http://www.ehs.ufl.edu/index.php?page_id=7323)
	+ [Radiation Control Guide (PDF)](http://webfiles.ehs.ufl.edu/rcgcontent.pdf)
		- [Chapter 1 Radiation Protection Program (PDF)](http://webfiles.ehs.ufl.edu/rcgchp1.pdf)
		- [Chapter 2 Radioactive Materials (PDF)](http://webfiles.ehs.ufl.edu/rcgchp2.pdf)
		- [Chapter 3 Radiation Producing Devices (PDF)](http://webfiles.ehs.ufl.edu/rcgchp3.pdf)
		- [Committees & Memberships](http://www.ehs.ufl.edu/programs/rad/rcguide/committees/)
		- [Appendices](http://www.ehs.ufl.edu/programs/rad/rcguide/appendices/)
	+ [Radiation Safety Short Course (RSSC)](http://www.ehs.ufl.edu/programs/rad/rssc/)
	+ [Laser Safety Program](http://www.ehs.ufl.edu/programs/rad/laser/)
		- [Laser Training](http://www.ehs.ufl.edu/programs/rad/laser/laser-training/)
		- [Laser Safety Fundamentals (PDF)](http://webfiles.ehs.ufl.edu/laser_safety_fundamentals.pdf)
		- [Laser Safety Manual (PDF)](http://webfiles.ehs.ufl.edu/lasersafeman.pdf)
	+ [New Irradiator Order](http://www.ehs.ufl.edu/programs/rad/new-irradiator-order/)
	+ [New Researcher Introduction](http://www.ehs.ufl.edu/index.php?page_id=737)
	+ [Forms](http://www.ehs.ufl.edu/programs/rad/forms/)
* [Risk Management](http://www.ehs.ufl.edu/programs/rm/)
	+ [Hazard Reduction and Ergonomics](http://www.ehs.ufl.edu/index.php?page_id=7685)
	+ [Insurance and Liability](http://www.ehs.ufl.edu/index.php?page_id=595)
	+ [Occupational Medicine](http://www.ehs.ufl.edu/index.php?page_id=1262)
	+ [Training](http://www.ehs.ufl.edu/index.php?page_id=689)
	+ [Unmanned Aircraft Systems (UAS)](http://www.ehs.ufl.edu/programs/rm/uas/)
		- [Interim Unmanned Aircraft System (UAS) Procedures](http://www.ehs.ufl.edu/programs/rm/uas/uas_procedures/)
		- [UAS Operations on UF Property](http://www.ehs.ufl.edu/programs/rm/uas/uas-operations/)