

WINDSOR INDUSTRIAL SERVICES (997029 ONTARIO LIMITED)

Title: Accessibility Policy Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Integrated Accessibility Standards Regulation (IASR)	Date of Issue: February 23, 2026
Approved by: Vice President and JHSC Worker Representative	Review/Revise Date: February 26th, 2026
Location: Windsor Industrial Services	

PURPOSE

The purpose of this policy is to outline Windsor Industrial Services' commitment to providing an inclusive and accessible environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

Windsor Industrial Services will identify, remove, and prevent barriers to accessibility in a timely manner.

SCOPE

This policy applies to:

- All employees (full-time, part-time, temporary)
- Job applicants
- Contractors and agency workers
- Visitors to company premises where applicable

STANDARDS/PROCEDURES

Windsor Industrial Services complies with the following accessibility standards:

1. Customer Service

Windsor Industrial Services will provide goods and services in a manner that respects dignity, independence, integration, and equal opportunity.

Communication

We communicate with persons with disabilities in ways that take into account their disability and consult with individuals to determine appropriate communication supports.

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Assistive Devices

Individuals may use assistive devices on company premises. Staff will not handle assistive devices without permission and will ensure accessibility features are maintained.

Service Animals

Service animals are permitted in areas open to the public. Documentation may be requested where the service animal is not readily apparent.

Support Persons

Support persons are permitted to accompany individuals throughout the premises. Communication will be directed to the individual.

Temporary Disruptions

Notice of disruptions to accessible facilities or services will include the reason, duration, and alternatives. Notices will be posted at the main entrance.

2. Information and Communication Standards

Accessible Formats and Communication Supports

Upon request, accessible formats and communication supports will be provided for:

- Workplace information required to perform job duties
- Information generally available to employees
- Emergency procedures and safety information

Requests will be handled in consultation with the individual and provided at no additional cost within a reasonable timeframe.

Emergency information will be provided in accessible formats as soon as practicable upon request.

Feedback Process

Feedback regarding accessibility may be provided via phone, email, mail, or verbally. Responses will be provided within seven (7) business days.

3. Employment Standards

Recruitment

Windsor Industrial Services will:

- Notify applicants that accommodations are available during recruitment.

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- Consult with applicants requesting accommodation.
- Provide suitable accommodation throughout the hiring process.
- Inform successful applicants of workplace accommodation policies.

Informing Employees of Supports

Employees are informed of:

- Accessibility policies
- Accommodation procedures
- Available workplace supports

Updates are communicated when policies change.

Individual Accommodation Plans

A written process exists for developing individual accommodation plans. Plans:

- Involve consultation with the employee
- Maintain confidentiality
- Include reasonable accommodations
- Are reviewed as required
- May consider medical documentation where necessary

Workplace Emergency Response

Individualized workplace emergency response information will be developed for employees who require assistance during emergencies and reviewed as required. Written consent will be obtained before sharing with a designated support person.

Performance Management and Return to Work

Accessibility needs will be considered in:

- Performance management
- Career development and advancement
- Redeployment
- Return-to-work processes

4. Design of Public Spaces

Windsor Industrial Services will comply with the Design of Public Spaces requirements under IASR where applicable.

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ROLES AND RESPONSIBILITIES

Management

- Ensure compliance with AODA and IASR
- Review and update accessibility policies
- Ensure training is completed
- Implement accommodation plans where required

Human Resources

- Manage accommodation requests
- Maintain documentation confidentially
- Ensure recruitment practices are accessible
- Maintain training records

Supervisors

- Support implementation of accommodations
- Communicate accessibility needs appropriately
- Participate in emergency response planning where required

Employees

- Participate in training
- Report accessibility barriers
- Cooperate in accommodation planning

COMMUNICATION

This policy will be:

- Posted internally
- Made available on the company website
- Provided in accessible formats upon request to the HR Department

TRAINING/IMPLEMENTATION

Training will be provided to:

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- All employees
- Individuals involved in recruitment
- Individuals involved in policy development

Training includes:

- AODA and IASR requirements
- Ontario Human Rights Code

Training is provided:

- During onboarding
- When policies change
- As required to maintain compliance

AODA Training records are maintained.

EVALUATION

This policy will be:

- Reviewed periodically
- Updated as required
- Formally reviewed at least every five years

The Multi-Year Accessibility Plan will be reviewed annually and formally updated at least every five years.

FORMS AND REFERENCE MATERIALS

Internal supporting documents include:

- Return-to-Work Procedure (HSP 019)
- Accessibility Training Log
- Multi-Year Accessibility Plan

Accessible formats of this policy and related documents are available upon request.

APPROVAL SIGNATURES:


Jenny Sawaya (Feb 26, 2026 14:01:26 EST)
Vice President


Belinda Beemer (Feb 26, 2026 14:23:01 EST)
JHSC Employee Representative