

Accessibility Policy & Plan

Purpose / Intent

The purpose and intent of this Accessibility Policy and Plan is to ensure that Howell Pipe & Supply (“Howell”) is accessible to customers, employees and others, and to improve opportunities for people with disabilities.

Commitment

Howell is committed to excellence in serving all customers, including those with disabilities. Howell believes in maintaining the dignity, respect and independence of all people. We are committed to meeting the needs of those with disabilities in a timely manner and will accomplish this by providing appropriate training, removing accessibility barriers where practical, and meeting the requirements of the Accessibility for Ontarians with Disabilities Act.

Training

Howell will provide training to employees who deal with the public, as and when it is practical, in regards to accessibility standards and the Human Rights Code as they relate to those with disabilities. Those on the Howell team who will be trained include those who interact with the public, those who develop policies and procedures for Howell, as well as those who interact with other organizations. Specifically members of the Howell team who are employed in the following positions will receive training:

- Inside and Counter Sales staff
- Account Managers and Representatives
- Delivery personnel
- Warehouse and Pipe Shop staff
- Receiving staff
- Finance and Accounting personnel
- Purchasing staff
- Human Resources personnel
- Information Systems personnel
- Management

Accessibility and disability awareness training will typically be provided to staff during the first few of weeks of employment, as it is practical, as part of the orientation and on-boarding process.

The accessibility training provided by Howell will be appropriate and relevant to the duties of the respective roles within the organization, will be revisited ongoing, as needed, with a record of dates and who was in attendance, and shall include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the requirements of the customer service standard.
- Howell Pipe & Supply’s accessible service plan.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Howell Pipe & Supply’s goods and services

Members of the Howell team will also be trained and/or re-trained when changes are made to Howell's accessibility policy and/or plan and when otherwise legislated.

Customer Service

Assistive Devices: Management is committed to ensuring that all members of the Howell team are familiar with the various assistive devices that may be used by customers with disabilities.

Communication: Howell commits to respecting and promoting the dignity and independence of individuals with disabilities. To this end we commit to communicating with people in a manner that takes in account the respective disabilities.

Service Animals: Service animals are permitted in all public access areas at Howell.

Support Persons: Support Persons who accompany an individual with a disability are permitted in any area that the person with a disability is permitted to access.

Service Disruptions: In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Howell will notify customers promptly. A clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternate facilities or services, if available.

Communication and Information

Howell is committed to providing or arranging for the appropriate accessibility format and/or communication support for those with disabilities that takes into account the individuals' accessibility needs and their disability. Members of the Howell team will consult with the individual making the request to ascertain the most suitable accessibility format or communication support.

When an employee with a disability requests accessible formats or communication that is currently not accessible, Howell will provide or arrange for the provision of such information or formats that are required in fulfillment of the employee's required duties for such information or formats that are already generally available for others. The individual seeking the accessible format or communication will be consulted to determine the most suitable support protocol.

Howell will ensure that all new websites, website revisions and website content created by Howell for Howell websites, after November 2014 will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Emergency Information

Howell is committed to providing employees with disabilities individualized emergency response information when requested and necessary.

Feedback Process

Customers, employees or others who wish to provide feedback on accessibility at Howell or the way Howell provides goods and services, or interacts with individuals who have disabilities can provide feedback in a number of accessible formats, which include:

Email: hr@howellpipe.com

Telephone: (905) 702-5758

Fax: (905) 702-5740

In Person or Written: 11 Armstrong Avenue, Georgetown, Ontario L7G 4S1

All feedback will be reviewed by the individual responsible for Human Resources and reported to the management team. Those providing feedback can anticipate to receive a response, in situations where a response been requested by the person providing the feedback. Complaints received will be handled and reviewed according to Howell's standard process for Customer Complaint Report (CCR) management.

This Policy may be, or may be made available in other accessible formats upon request.

Identified Barriers and Correction plan for Howell:

Identified Barrier	Correction Plan / Actions Required	Planned Completion Date
Building access and walkways	Future renovations to include provision and consideration of ease of access via public access doors and walkways.	January 2016 and onward (OPS Mgr & Exec Mgmt)
Websites	Review and revision of applicable current web content for WCAG 2.0 Level A compliance. All new or revised content after November 2014 to be WCAG 2.0 Level A compliant.	December 2015 (Marketing & IT) December 2014 and onward (Marketing & IT)
Printed information	Review of literature / information currently published on-line by Howell for PDF accessibility.	December 2015 (Marketing & IT)
Staff unaware how to communicate with people with disabilities	All current staff and new hires to be trained on Howell's Accessibility Policy and Plan, as well as education on how to communicate and interact with people with disabilities. Accessibility training to be part of Howell orientation / onboarding process.	December 2012 initial training and all other ongoing (HR) January 2013 (HR Mgr)
Policy implementation	Document Howell's Accessibility Policy and Plan with management buy-in and approval.	December 2014 (HR Mgr)