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### 1.0 Purpose

To provide clearly defined requirements for accessible formats and communication supports available to affected employees.

### 2.0 Scope

This policy applies to all E. Hofmann Canada Inc. (“E. Hofmann”) employees.

### 3.0 Policy

E. Hofmann will consult with the employee to arrange for the provision of accessible information and communication supports for information that is needed for the employee to perform their job, and information that is generally available to employees in the workplace.

The procedures apply to all materials and communications produced by E. Hofmann for release to employees. It does not apply to unconvertible information, and information that E. Hofmann does not control (directly or indirectly) through a contractual relationship.

### 4.0 Definitions

#### *Accessible format:*

may include, but is not limited to, large print, recorded audio or electronic formats, Braille, and other formats usable by persons with disabilities.



*Accessible information and communications:*

considering accessibility and all ability levels when planning information and communications and affording employees adequate time to process and reply to information provided.

*Accommodation:*

the special arrangements made, or assistance provided, so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation may vary depending on the employee's unique needs.

*Communication support:*

includes, but are not limited to, captioning, alternative, or augmentative communication, clear language, sign language, and other supports that facilitate effective communications.

*Reasonable efforts:*

Applying Resources available to meet the required needs of the individual.

*TTY:*

abbreviation for text telephone, a device that allows people who are deaf, hard of hearing, or speech-impaired to use the telephone for communication by allowing them to type text messages.

## **5.0 Responsibility**

E. Hofmann will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for:  
information that is needed in order to perform the employee's job  
information that is generally available to employees in the workplace

E. Hofmann will strive for all materials and communications to be produced in such a way as to reduce barriers in the original document.

All management or supervisory staff will consult with applicable employees in their area to provide them with the accessible formats and communications supports they require to do their jobs effectively, and to be informed of information that is generally available to all employees in the workplace.

## **6.0 Procedure:**

Notification:



E. Hofmann will provide employees accessible formats and communications support to all employees requiring assistance. The Accessible Formats and Communication Support request can be obtained from the employee's Immediate Supervisor or Human Resources.

E. Hofmann will display a notice that accessible format and communication support are available upon request. This will include the request for accessible formats for employees.

Support Request:

Requests for an accessible format or communication support can be submitted in person, by phone/TTY, or through electronic formats (e.g., email) to the employee's Immediate Supervisor or Human Resources.

Upon receipt of a request, the Immediate Supervisor will forward the request to the appropriate operational staff or, in consultation with the employee making the request, provide or decide to provide the accessible format and communication supports that meet the need of the employee.

Interval:

Accessible formats and communication supports will be provided in a timely manner, considering the employee's accessibility needs.

The timeframe for the conversion process of a document into an accessible format, or the provision of a communication support, can vary depending on the media chosen, the size, complexity, quality of source documents, and the number of documents to be converted. Documents will be returned in a timely manner, depending on the factors previously noted.

If the document being requested is the subject of a consultation or review, or has a set timeframe for comment, the timeframe for document conversion and distribution must be taken into consideration.

Once the appropriate format or support is determined with the requestor, the Immediate Supervisor will provide or arrange for the provision of the accessible formats and/or communication with the appropriate operational staff. If the format requested is unavailable the following will be conveyed to person of request:

- a) a written explanation detailing why the information or communications are unconvertible
- b) a summary of the unconvertible information or communication

Human Resources and Management along with Supervisory staff, will monitor current practice to ensure compliance.



## 7.0 Regulations, Guidelines and References

*Accessibility for Ontarians with Disabilities Act, 2005*

*Ontario Human Rights Code*

*Integrated Accessibility Standard Regulation (O.Reg.191/11)*

*Multi-year accessibility plans*

## 8.0 Distribution

Executive Group

Management Team

Human Resources

Customer Service

Supervisory Group

Employees/Operators