



## ACCESSIBILITY MULTI YEAR PLAN

### ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

#### **OBJECTIVE:**

The RESTORERS Group Inc. multi-year plan outlines the process to remove and prevent accessibility barriers in the organization and comply with requirements under AODA

#### **Customer Service Standard (completed 2014)**

The RESTORERS Group Inc. is committed to providing quality building restoration services that are accessible to all authorized persons and to communicating with persons with disabilities that takes into account their disability.

Every reasonable effort will be made to ensure our duties are in compliance with AODA in the following areas:

- a. Communication
- b. Notice of Temporary Disruptions
- c. Use of Assistive Devices and Service Animals
- d. Feedback Procedures
- e. Training and Records

Serving our clients while maintaining the health & safety of all parties (including those with disabilities) associated or in contact with our permanent and temporary facilities

The purpose of the Act is to benefit all Ontarians by;

- a) Developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises or before January 1, 2021
- b) Providing for the involvement of persons with disabilities, by developing accessibility standards through the co-operation of the Government of Ontario, representatives of industry and various sectors of the economy

The Standards will identify, remove and prevent barriers for people with disabilities in key areas of daily living.

The Information and Communication Standard – to be phased in between 2014 and 2021

Employment Standard – to be phased in between 2014 and 2021

end