



## **Multi-Year Accessibility Plan for Ontario**

The Ontario government passed the *Accessibility for Ontarians with Disabilities Act (AODA)* in 2005. It is the goal of the government to make Ontario accessible by 2025. Progressive Waste Solutions is committed to full compliance in a timely manner with the law and to ensure we are adequately servicing those with disabilities.

Effective January 1, 2014 regulations associated with the Integrated Accessibility Standard (IASR) require companies in the private sector to establish and document a multiyear plan in order to eliminate barriers for those with disabilities.

### *Accessibility Plan and Policies for Progressive Waste Solutions*

This accessibility plan outlines the policies and actions that **Progressive Waste Solutions** will put in place to improve opportunities for people with disabilities.

#### *Statement of Commitment*

**Progressive Waste Solutions** is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

#### *Accessible Emergency Information*

**Progressive Waste Solutions** is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

- Upon hire employees will be asked to complete the Accessible Medical Emergency and Evacuation Information form (Appendix A)

#### *Training*

**Progressive Waste Solutions** will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

**Progressive Waste Solutions** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- All new employees under the level of Supervisor shall view the online training videos:
  - "Introduction to Information and Communication"
  - "Ontario Human Rights Code – Working Together: The Code and the AODA" (5 parts)
- All new and promoted employees at the level of Supervisor and above shall view the online training videos
  - "General Requirements"

- “Introduction to Information and Communication”
- “Employment”
- “Design of Public Spaces”
- “Ontario Human Rights Code – Working Together: The Code and the AODA” (5 parts)
- All videos can be found at [Access Forward.ca](http://Access Forward.ca)
- Keep and maintain a record of training provided (Appendix B)
- Records will be randomly audited
- Assess and update training as required by law

### *Information and communications*

**Progressive Waste Solutions** is committed to meeting the communication needs of people with disabilities. Progressive Waste Solutions will:

- Upon request we will consult with people with disabilities to determine their information and communication needs and accessible formats
- Notify the public through the most appropriate means, the availability of accessible formats and communication supports

**Progressive Waste Solutions** will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- We have undertaken an assessment of our website and are in compliance.

**Progressive Waste Solutions** will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Provide mailing address, email address and telephone number
- All feedback will be assessed to determine if an accommodation is needed and feasible
- Any feedback submitted will receive a response within a reasonable amount of time
- All documents will be filed and reviewed at least quarterly to assess quality of response and possible trends (Appendix D)

**Progressive Waste Solutions** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- In process

**Progressive Waste Solutions** will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- In process

### *Employment*

**Progressive Waste Solutions** is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, **Progressive Waste Solutions** will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Where a policy exists we will review and modify where necessary any policy related
- Post on our web site a link to information related to accommodation of disabilities including contact information for candidates to contact us to request format changes
- Each request will be assessed by the Craig Chambers and documented on the “AODA Feedback Form. All forms will be reviewed at least quarterly to determine if systemic change is required.

**Progressive Waste Solutions** will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Refer to Progressive Waste Solution “Return to Work Policy” (Appendix E)

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if **Progressive Waste Solutions** is using performance management, career development and redeployment processes:

- Review and revise where necessary, job descriptions and succession plans to ensure they are barrier free if possible
- Accept and investigate any request from employees regarding identified barriers related to performance management, career development and redeployment.

**Progressive Waste Solutions** will take the following steps to prevent and remove other accessibility barriers identified:

- Identification and modification where possible of accessibility barriers will be included in regularly scheduled safety inspection

#### *Design of Public Spaces*

**Progressive Waste Solutions** will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

**Progressive Waste Solutions** will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

#### *For more information*

For more information on this accessibility plan and accessible format of this document, please contact Craig Chambers at:

- Phone: 905-532-7538
- Email: [craig.chambers@progressivewaste.com](mailto:craig.chambers@progressivewaste.com)

*(All references to employees, clients, volunteers, the public, shall refer only to those in Ontario)*

Appendix A

**Accessible Medical Emergency and Evacuation Information**

**Progressive Waste Solutions** is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

In case of an emergency evacuation or medical emergency please provide us with the information necessary to ensure you are able to exit the facility and meet at the rendezvous point and/or to receive appropriate care.

We **do not require** any information regarding the nature of your disability. Please provide a description of the accommodation you will require in order to exit the facility safely or appropriate action in case of a medical emergency.

No Accommodation Required

Description of accommodation: \_\_\_\_\_  
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Use additional pages if required

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Manager/Safety Representative Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Appendix B

**Acknowledgement of training related to Accessibility for Ontarians with Disabilities (AODA) and Ontario Human Rights Code**

Please identify which of the following modules you completed training on (**check all that apply**), how you completed the training, and what dates you completed the training:

✓	Modules	Training Format Used	Date Training Completed
	General Requirements		
	Information and Communications Standard		
	Employment Standard		
	Transportation Standard		
	Design of Public Spaces Standard		
	Ontario Human Rights Code		

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Appendix D

**AODA Feedback Form**

**Progressive Waste Solutions** is committed to meeting the communication needs of people with disabilities and accept and address feedback in a timely manner upon request.

- All feedback will be assessed to determine if an accommodation is needed and feasible
- Any feedback submitted will receive a response within a reasonable amount of time
- All documents will be file and review at least quarterly to asses quality of response and possible trends

Name: \_\_\_\_\_  
District (if applicable): \_\_\_\_\_

Description of accommodation: \_\_\_\_\_  
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Received By: \_\_\_\_\_ Date Received: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date Responded: \_\_\_\_\_

## RETURN TO WORK POLICY

### 1.0 STANDARDS STATEMENT

Progressive Waste Solutions is committed to developing and maintaining a safe and healthy work environment.

It is Progressive Waste Solutions policy to make a reasonable effort to provide suitable and available employment to every employee who is unable to perform the essential duties of their job due to disability.

### 2.0 SCOPE

This policy applies to all Progressive Waste Solutions employees who have a disability requiring accommodation.

This policy provides employees with the opportunity to perform restricted work activity when a:

**Workplace or Non-Occupational injury/illness** results in the inability to temporarily perform the full scope of their occupational duties. Such restricted work may include:

- A. Temporary adjustment to their regular job duties/hours.
- B. Temporary alternate duties.
- C. Temporary duties at an alternate location (within a reasonable commute), when restricted work activity is not available at the usual work location.
- D. Temporary placement at a nonprofit organization, when restricted duty is not available within a Progressive Waste Solutions location, subject to service availability in the United States.

Restricted Work Activity will be considered for a maximum period of 90 days, from the first date that restricted work activity commences. In extenuating circumstances, this period can be adjusted upon authorization by the Corporate Disability Manager.

Restricted Work Activity is intended to be a temporary assignment to assist with transition to full, regular duties. It is not to be considered a permanent assignment.

Restricted Work Activity will be determined based on availability of suitable work as well as the skills required to perform the activity. In the US the Americans with Disability Act (ADA) prevails and there is not a requirement to accommodate disabilities that are temporary.

While participating in a Restricted Work Activity program, employees are not entitled to utilize vacation, unless otherwise defined by collective agreement and/or authorization by the Corporate Disability Manager.

Compensation provided while participating in a Restricted Work Activity program will be issued in accordance with provincial/state legislation.

This policy also provides employees with the opportunity to request a permanent accommodation when a:

**Permanent Disability** arising from any injury/illness requires accommodation in order to allow the employee to effectively return to work. Such accommodation may include:

- A. Permanent adjustment to their regular job duties/hours.
- B. Permanent alternate duties.

Accommodation will be considered based on availability of work and/or the skills required to perform alternate duties. In the US, the accommodation process will include a condition that qualifies as protected disability under the ADA.

### 3.0 OBJECTIVES

The purpose of the Return to Work policy is:

- A. To provide an early and safe return to work to aid in recovery and a sustainable return to work.
- B. To minimize the financial and emotional impacts related to a disability.
- C. To maintain connectivity with our valued employees.
- D. In cases of workplace injury/illness, to reduce the costs related to such.
- E. To assist in the inclusion of employees with disabilities.
- F. To enable the employee to perform the essential duties of the job.
- G. To comply with provincial/state and/or federal legislation.

In the accommodation process, Progressive Waste Solutions is not required to create a job or significantly modify a job to the point in which the defined essential tasks are not being met. Additionally, In Canada, accommodation is assessed up to the point of undue hardship.

Accommodation, whether temporary or permanent, is not guaranteed. Each situation will be assessed based on its own individual merits.

### 3.0 RESPONSIBILITIES

#### Employee

- A. Immediately report the injury/illness and/or request for accommodation.
- B. Maintain ongoing communication with the Manager and/or Third Party Administrator.
- C. Inform their healthcare practitioner of the Return to Work Program and/or Accommodation request process.
- D. Actively participate in the Return to Work Program and/or Accommodation Process.

#### Employer

- A. Provide a safe work environment.
- B. Promptly report workplace injury/illness immediately to regulatory bodies.
- C. Review all opportunities for safe and early return to work whether temporary restricted work activity or permanent accommodation.

This policy will be reviewed at least annually and may be updated or changed as required.

### 4.0 VARIANCE

A variance to this procedure must be requested, with appropriate justification, to the Corporate Disability Manager for review and approval.