

Information and Communication		Fowler Construction Company Limited - Multi-year Accessibility Plan
1.	Feedback from Customers & Employees	Under the Customer Service Standard a feedback process was established for receiving and responding to feedback specifically about the manner in which Fowler Construction provides accessible goods or services to people with disabilities. Fowler Construction does not currently solicit feedback from its customers about their goods and services. If this changes in the future, Fowler Construction will respond to feedback in a manner in which takes into consider the persons disability or in a manner which the customer requests. Fowler Construction does not currently solicit feedback from its employees. If this changes in the future, a variety of methods will be available and employees will be notified that if they require an accessible format or communication supports to notify their supervisor or the Human Resources department about their needs.
2.	Accessible Formats and Communication Supports	The majority of Fowler Construction's documents and/or information are in an electronic format which will facilitate the conversion into an accessible format. This will minimize the amount of time a customer/client will have to wait for an accessible document. Fowler Construction shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. For documents/brochures/pamphlets which Fowler Construction does not create/control, requests for accessible formats will be handled to the best of the company's ability.
		Communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer/client. The customer/client will be consulted with to determine the suitability of an accessible format or communication support.
3.	Unconvertible Information	Fowler Construction does not create/produce the brochures/marketing materials of the products it supplies. As a result, Fowler Construction is not responsible for providing accessible formats about their products. Fowler Construction will however work with the person with the disability to provide the information in a manner which takes into consideration their disability.
4.	Meeting requests in a timely manner	In some cases, Fowler Construction will be able to provide the information or communications quickly. In other cases we will require more time due to the complexity of the document/drawing and resources or internal capacity of the organization. Fowler will make every effort to respond promptly and to keep the person informed of timeline/outcome.
5.	Posting Requirements	Fowler Construction will notify the public about the availability of accessible formats and communication supports via the AODA posting in reception, scale houses and on the Fowler website.
6.	Emergency Procedures / Plan or Public Safety Information	Fowler Construction provides health and safety information (personal protective equipment requirements) during sign in procedures. This information will be available upon request in an accessible format. The format is dependent upon the request of the individual. The Receptionist and all scale attendants will be trained on how to accommodate any requests received. In addition, the Human Resources personnel can be called to assist the receptionist with any requests. Training via HR Downloads regarding AODA and IASR will be issued to all employees and tracked through Human Resources and/or Health & Safety department.
7.	Accessible Websites & Web Content	Fowler Construction will ensure that existing websites, extranet and intranet reach WCAG2.0 Level AA. Significant changes to the website are handled by a contracted third party. The tips for working with web developers (source: www.ontario.ca/AccessON , Information and Communication Standard) will be utilized to determine the level of knowledge the contracted web developer has for implementing accessibility requirements.

Employment	Fowler Construction Company Limited - Multi-year Accessibility Plan	
1.	Recruitment, Assessment and Selection	<p>Positions being advertised will be posted on the company website and/or Indeed. The availability of accommodation(s) for applicants in the recruitment process will be posted on the company website. Notification of accommodations during the recruitment and selection process will be done by adding a line in the job posting communicating this information.</p> <p>Fowler Construction is proud to provide employment accommodation during the recruitment process. Should you require any accommodation, please indicate this on your application and we will work with you to meet your accessibility needs. For any questions, suggestions or required documents regarding accessibility in a different format, please contact us at careers@fowler.ca.</p> <p>Applicants have been notified during the application process on the Fowler web site and are to inform Human Resources if they need accommodation(s).</p> <p>Fowler will notify the successful applicant(s) of their policies for accommodating employees with disabilities. Notification may take a variety of forms such as in writing, verbal and as part of the orientation process.</p> <p>Fowler will inform all employees of their policies for supporting employees with disabilities. Notification may take several forms such as a newsletter, email, staff memo or staff meetings. All new hires will be informed upon hire. Existing employees will be informed when there is a change to the policy for supporting employees with disabilities. Human Resources can be reached at hr@fowler.ca.</p>
2.	Accessible formats and communication support for employees	<p>Fowler Construction will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan. Management, Human Resources and Health and Safety will work with the employee.</p>
3.	Workplace emergency response information	<p>Fowler Construction will create an individualized workplace emergency response form for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability. The Accessibility Emergency Response form will be completed in orientation.</p>
4.	Documented individual accommodation plans	<p>Fowler Construction will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when Fowler will initiate a dialogue to offer assistance and accommodation for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. Fowler Construction may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.</p>
5.	Return to Work process	<p>A plan will be developed with the employee and Human Resources and/or the H&S Manager and/or the Supervisor to assist the employee in a return-to-work process should they have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return-to-work process will be documented. If an individual's injury is covered by the return-to-work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.</p>
6.	Performance Management	<p>Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Fowler Construction will consider the accessibility needs of employees with disabilities in the area of performance management.</p>
7.	Career Development and Advancement	<p>Fowler Construction will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organizations or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan must be updated to reflect the changes in their new responsibilities. The employee should meet with Human Resources and the supervisor to discuss the accommodations that need to be made.</p>
8.	Redeployment	<p>In the event that Fowler Construction will implement a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities</p> <p>If an employee with a disability is laid off, an Employment Ontario Service provider will be enlisted to assist with a job search. The following service provider is in Gravenhurst:</p> <p style="padding-left: 40px;">Employment North. Ontario Employment Services 410 Muskoka Rd South Unit 2, Gravenhurst, ON P1P 1J4 705-687-6350</p>