



## **AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)**

This accessibility plan outlines the policies and actions that BluMetric Environmental Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated by the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

### **Statement of Commitment**

BluMetric Environmental Inc. is committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and facilities. We are committed to giving people with disabilities the same opportunity to access services and to allowing them to benefit from the same services, in the same place and in similar ways as all other clients and employees. This commitment extends to clients, families, visitors, employees and volunteers with visible or non-visible disabilities.

**This plan is available in alternate formats, or with communication supports, upon request.**

### **1) Aim and Objectives of the Plan**

This plan is intended to continue to move BluMetric toward our vision of accessibility and inclusion for all who come to work or use our facilities and services.

This plan:

- Summarizes actions taken to ensure ongoing compliance with the Customer Service, Employment, Communication and Information Standard (AODA);
- Outlines the measures to be taken to continue working toward the



achievement of a barrier-free environment by identifying, removing and preventing barriers to persons with disabilities; and

- Describes how the plan will be communicated internally and to the public.

## 2) Definitions

For the purposes of this plan, the following definitions apply.

A “**barrier**” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (organizational barrier).

**Architectural** and **physical** barriers are features of buildings or spaces that cause problems for people with disabilities. Examples are:

- hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker
- counters that are too high for a person of short stature
- poor lighting for people with low vision
- doorknobs that are difficult for people with arthritis to grasp
- parking spaces that are too narrow for a driver who uses a wheelchair
- telephones that are not equipped with telecommunications devices for people who are deaf, deafened or hard of hearing

**Attitudinal** barriers are those that discriminate against persons with disabilities. Examples are:

- thinking that persons with disabilities are inferior
- assuming that a person who has a speech impairment can't understand you
- a receptionist who ignores a customer in a wheelchair

**Technological** barriers occur when a technology can't be modified to support various assistive devices.

**Information or communications** barriers happen when a person can't easily understand information. Examples are:



- Print is too small to read.
- Websites can't be accessed by people who are not able to use a mouse.

**Organizational** barriers are an organization's **policies, practices or procedures** that discriminate against persons with disabilities. Examples are:

- a hiring process that is not open to persons with disabilities
- a practice of announcing important messages over an intercom that persons with hearing impairments cannot hear clearly

**A Disability** is:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing,
- b) includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- c) a condition of mental impairment or a developmental disability,
- d) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- e) a mental disorder, or
- f) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### **3) Commitment to Accessibility**

BluMetric is fully committed to building a diverse, accessible and inclusive organization that takes into account the principles of dignity, independence, integration and equality of opportunity to ensure that policies, procedures, practices, programs and services respect the rights and needs of persons with disabilities, and to doing so in close collaboration with persons with disabilities.



## **Review of BluMetric Progress to Date**

During the 2017-2022 period, the focus of BluMetric had been on implementing a structure to ensure that the phased-in requirements of the IASR were met and that all compliance deadlines were achieved.

During this time, we made strides in providing an environment that promotes the participation and inclusion of persons with disabilities, and in meeting the ongoing requirements of AODA legislation.

### **Information and Communications**

- We have ensured compliance with the required WCAG 2.0 level AA guidelines for internet web sites and web content.

### **Employment**

- We have included a statement in all staff recruitment/postings confirming commitment to accommodation of applicants with a disability.
- We have made new hires aware on orientation of BluMetric's commitment to accommodating employees with disabilities and development of an Accommodation Plan, as applicable.
- We have put into writing our commitment to the Customer Service Standard in the AODA with adoption of our AODA-IASR Customer Service Policy B-HR-005.1. This included confirmation of our commitment and openness to the use of service animals and support persons to assist people with disabilities.
- We have confirmed our commitment to inclusiveness and access to a barrier-free environment throughout all stages of the recruitment and selection process for employees with the adoption of our AODA-IASR Employment Policy B-HR-005.2.
- We have confirmed our commitment to follow the principles of dignity, independence, integration and equal opportunity with the adoption of AODA-IASR Information and Communication Policy B-HR-005.3.
- We have developed a return-to-work policy and process which includes the accommodation process for employees in our Return to Work Policy B-HR-002.



### **Training**

- We have ensured that all employees complete required AODA training, and that all new employees in Ontario complete the training within one month of their hire date. The date that the training has been completed is recorded.
- We have ensured all employees receive training on the Customer Service Standard on how to provide accessible customer service.

### **Design of Public Spaces**

- We have considered AODA requirements in the selection and design of any newly leased office and program spaces.

### **Looking Ahead – Continued commitments**

This accessibility plan outlines the ongoing improvements we are taking to meet the requirements under the AODA legislation and ensure a barrier-free workplace environment. This plan will be reviewed at least every five years or sooner based on updated accessibility requirements, or feedback as provided by internal/external stakeholders.

### **Employment**

- Obtain greater access to jobseekers with disabilities by posting job openings on disability-specific job boards, or by partnering with employment service networks that serve to increase the participation of persons with disabilities (2024-2025).
- Annually confirm with employees who have disabilities if there is a need to generate a workplace emergency response plan or revise an existing workplace emergency response plan (2024).

### **Training**

- Institute refresher training to all employees on the Customer Services standard every 3 years, or as needed given changes to legislation (2024-2025).
- Offer specific training to employees on wellness and mental health (2023-2024).



### **Information and Communications**

- Convert all employee policies into accessible documents to allow for immediate access when requested by employees (2024-2025).

### **Communication of Multi-Year Accessibility Plan**

This plan will be posted on BluMetric's website and copies made available upon request.

### **Contact Information**

Questions or comments about BluMetric's accessibility plans, policies and practices are always welcome. Should you require a copy of our documents in standard or accessible format, please contact:

#### **In person:**

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