



AODA Multi-Year Accessibility Plan

Setpoint Building Automation Inc. continues to work towards full compliance with the Integrated Standards Regulation (IASR), under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We strive to provide quality services that respect the dignity of persons with disabilities and ensures equal access and independence for people with disabilities.

Statement of Commitment

Inclusion and equal opportunities for all people is of vital importance to our company. We train new employees quickly, use an internal matrix to record all certificates with completion dates and update additional training when required by IASR.

Setpoint is committed to preventing barriers and achieving accessibility for all by developing, implementing, and maintaining policies that conform to Ontario's accessibility laws. To help support this, we have created a multi-year plan. Every five years our MYAP will be reviewed to maintain compliance and address areas of improvement.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Setpoint has taken to improve opportunities for persons with disabilities.

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1. General Requirements

a) Accessibility Policies and Procedures

- Established and will maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. (S.3 IASR)
- Created a multi-year plan outlining organization's strategy to prevent and remove barriers and to meet requirements under IASR and posted the plan on our website. Setpoint will continue to update the plan at least every 5 years. (S.4 IASR)

b) Accessibility Training

- Provides training on AODA and the Ontario Human Rights Code to all employees. (S. 7 IASR)
- Maintains records of training, including dates. (S.7 IASR)

2. Information and Communication Standards

a) Feedback

- Established processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communication supports (S.11 IASR).

b) Accessible Formats and Communication Supports

- Upon request, will provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. (S. 12 IASR)
- Upon request, will provide emergency procedures, plans or public safety information in an accessible format and/or with communication support. (S. 13 IASR)

3. Employment Standards

a) Recruitment

- Notify employees and the applicants that accommodations are available upon request during the recruitment process. (S. 22 and 23 IASR)
- All successful applicants are notified about the organization's policies for accommodating employees with disabilities. (s.24 IASR)

b) Informing Employees of Supports

- Inform about the organization's policy for supporting employees with disabilities. (S.25 IASR)

- All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations. (s.25 IASR)

c) Accessible Formats and Communication Supports

- Will consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. (s.26 IASR)
- To ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.

d) Workplace Emergency Response Information

- Provides individualized workplace emergency response information to employees with disabilities where necessary, (s.27 IASR)
- Provides the workplace emergency response information to the person designated by the employer to aid the employee.
- Provides the information required as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

e) Individual Accommodation Plans

- Shall develop written individual accommodation plans for employees with disabilities. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation needed. (s.28 IASR)

f) Return to Work

- Will outline the steps that will be taken to help employees return to work when they have been absent because of a disability or need some form of accommodation to return to work. (s.29 IASR)

4. Design of Public Spaces

- Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for the Design of Public Spaces. (S.80.41 and S. 80.43 IASR)

5. Customer Service Standard

All persons with disabilities are permitted to use assistive devices, service animals and support persons (Sections 80.46-80.48 IASR).

- All employees, including persons with disabilities, will be provided with notice of temporary disruption in the event of a planned or unexpected disruption of services or facilities (Sections 80.46-80.48 IASR).
- Delivers training to ensure accessible programs, goods, services and workspaces (S. 80.49 IASR).