



**Policy:** IASR Information & Communications Standard Policy  
 (Accessibility for Ontarians with Disabilities Act)

**Approved By**  
 Vice President, Human Capital

**Date:**  
 November 10, 2014

<b>POLICY STATEMENT</b>	This policy shall apply to every person who deals with members of the public or their agents on behalf of All Weather Windows, whether the person is an employee, agent, volunteer or otherwise.
<b>INTENT</b>	<p>This policy is intended to meet the requirements of the <i>Integrated Accessibility Standards, Ontario Regulation 191/11</i> for the Information and Communications Standard set forth under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>. This policy applies to the provision of information and communication services and materials for people with disabilities.</p> <p>All information and communications materials and services provided by All Weather Windows shall follow the principles of dignity, independence, integration and equal opportunity.</p>
<b>DEFINITIONS</b>	<p><u>Accessible Formats</u> – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.</p> <p><u>Communication Supports</u> – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.</p> <p><u>Conversion Ready</u> – an electronic or digital format that facilitates conversion into an acceptable format.</p> <p><u>Extranet Website</u> – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.</p> <p><u>Information</u> – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.</p> <p><u>Internet Website</u> – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.</p> <p><u>Intranet Website</u> – an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.</p> <p><u>Kiosk</u> – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.</p> <p><u>Support Person</u> – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility,</p>



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personal care or medical needs, or with access to goods, services or facilities.

Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

**POLICY**

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Accessible Websites and Web Content
- D. Exceptions
- E. Feedback

**A. General Requirements**

Establishment of Accessibility Policies and Plans

All Weather Windows will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. All Weather Windows is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in All Weather Windows policies and making these documents publicly available, in an accessible format upon request.

All Weather Windows will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. All Weather Windows will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request. All Weather Windows will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement All Weather Windows accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

All Weather Windows will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.



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Training Requirements

All Weather Windows will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing All Weather Windows policies, and all other persons who provide, goods, services or facilities on behalf of All Weather Windows.

Self-Serve Kiosks

All Weather Windows will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. All Weather Windows will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

**B. Accessible Formats and Communication Supports**

All Weather Windows will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual. All Weather Windows will take into account the person's accessibility needs when customizing individual requests.

**C. Accessible Websites and Web Content**

All departments governed by All Weather Windows will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

**D. Exceptions**

The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the All Weather Windows determines that information or communications are unconvertible, we will provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible;
- b. A summary of the unconvertible information or communications;
- c. Information is regarding as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.



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### E. Feedback Process

All Weather Windows shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available at reception and on the company website.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request.

#### Submitting Feedback:

Customers can submit feedback to:

Human Resources or Reception  
3100 Caravelle Drive  
Mississauga, Ontario  
L4V 1K9  
Phone: (905) 696-0005  
Email: [Ontario-AODAFedback@allweatherwindows.com](mailto:Ontario-AODAFedback@allweatherwindows.com)

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to either Reception or Human Resources.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

### Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources  
3100 Caravelle Drive  
Mississauga, Ontario  
L4V 1K9  
Phone: (905) 696-1514  
Email: [Ontario-AODAFedback@allweatherwindows.com](mailto:Ontario-AODAFedback@allweatherwindows.com)  
Website: [www.allweatherwindows.com](http://www.allweatherwindows.com)



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This policy and its related procedures will be reviewed as required in the event of legislative changes.

### Referenced Documents

- Accessibility for Ontarians with Disabilities Act, 2005  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm#BK19](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19)
- Integrated Accessibility Standards, Ontario Regulation 191/11  
[http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws\\_src\\_regs\\_r11191\\_e.htm#BK0](http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0)
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)  
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990  
[http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h19\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm)
- WWW Consortium Web Content Accessibility Guidelines 2.0  
<http://www.w3.org/WAI/intro/wcag>