

Accessibility Standard

GBCL is committed to excellence in serving all customers, including people with disabilities. All attempts to identify, remove, and prevent barriers as well as provide service to customers with disabilities will be made. This policy applies to all employees, wherever Company business is conducted (whether on Company property) and at all Company events.

Purpose

The purpose of the procedure is to establish and dictate how our organization will identify, remove, and prevent barriers as well as provide service to customers with disabilities.

Scope

The procedure applies to all employees, wherever Company business is conducted (whether on Company property) and at all Company events.

Responsibility

The workplace coordinator is a member of GBCL Health & Safety Department. The workplace coordinator, working with the JHSC, will be responsible for the implementation of this policy.

Definitions

Under this policy, the following terms shall have the following definitions:

“People with Physical Disabilities” Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches, while someone with severe arthritis may have difficulty walking longer distances.

Tips:

- ask before you help; people with disabilities often have their own way of doing things
- don't touch items or equipment (e.g., canes, wheelchairs) without permission
- if you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors
- think ahead and remove items that may cause a physical barrier, such as debris left in an access way

“People with Vision Loss” Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some people with vision loss may use a guide dog or a cane, while others may not.

Tips:

- when you know someone has vision loss, don't assume the individual can't see you; many people who have low vision still have some sight
- identify yourself when you approach and speak directly to the person

- when providing directions or instructions, be precise and descriptive
- offer your elbow to guide them if needed. If they accept, lead – don't pull
- if you need to leave the person, let them know by telling them you'll be back, or say goodbye

“People Who Have Hearing Loss” People who have hearing loss may be deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing or the way a person's hearing was diminished or lost.

Tips:

- once a person has identified themselves as having hearing loss, attempt to move to a well-lit area where they can see your face and read your lips
- as needed, attract the person attention before speaking; such as a wave of your hand
- if a person uses a hearing aid, reduce background noise or move to a quieter area if possible
- if necessary, ask if another method of communicating would be easier, such as using pen and paper
- speak directly to the person – not to their sign language interpreter – if accompanied by one

“People Who Are Deaf Blind” A person who is deaf blind may have some degree of both hearing and vision loss. Many people who are deaf blind will be accompanied by an intervener, a support person who helps with communication.

Tips:

- a person who is deafblind is likely to explain how to communicate with them, perhaps with an assistance card or a note
- speak directly to the person, not to the intervener

“People Who Have Learning Disabilities” The term “learning disabilities” refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information.

Tips:

- be patient – people with learning disabilities may take a little longer to process information, to understand and respond
- try to provide information in a way that works for the person (e.g. some people with learning disabilities find written words difficult to understand, others may have problems with numbers and math)
- be willing to rephrase or explain something again in another way

“People Who Have Intellectual / Developmental Disabilities” Developmental or intellectual disabilities, such as Down Syndrome can limit a person's ability to learn, communicate, do everyday activities and live independently. You may not know someone has this disability unless you are told.

Tips:

- ask, don't make assumptions about what a person can or cannot do
- use plain language
- provide one piece of information at a time
- ask the person if they need help reading material or completing a form

“People Who Have Mental Health Disabilities” Mental health issues can affect a person's ability to think clearly, concentrate or remember. A mental health disability is a broad term for many disorders that can range in severity. For example, some people may experience anxiety due to hallucinations, mood swings, phobias or panic disorder.

Tips:

- if you sense or know that a person has a mental health disability, treat them with respect and consideration
- be confident, calm and reassuring
- respect the person's personal space
- limit distractions that could affect the person's ability to focus or concentrate – loud noise, crowded areas and interruptions could cause stress

“Assistive Devices” An assistive device is a tool, technology or mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating, or lifting. Personal assistive devices can include such things as wheelchairs, crutches, walkers, hearing aids, canes or speech amplification devices.

Tips:

- don't touch or handle any assistive device without permission
- don't move assistive devices or equipment (e.g., canes, walkers) out of the person's reach

References

Accessibility for Ontarians with Disabilities Act, 2005.

Principles of Accessibility

Dignity - Provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Independence - Allow a person with a disability to do things on their own without unnecessary help or interference from others.

Integration - Allow the person with a disability access and services in a similar manner, to the extent possible.

Equal opportunity - Ensure people with disabilities have the same access to goods, services, or facilities as others.

Procedure

Assistive Devices

We will ensure employees are familiar with various assistive devices we have in our workplace or that may be used by people with disabilities while on our premises or sites.

Communication

We will communicate with people with disabilities in ways that consider their disability.

If an employee is aware a person with a disability is having difficulty accessing a Graham Bros. facility, they are to inform their supervisor.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Tips:

- don't touch or distract a service animal, it is not a pet, it is a working animal and must pay attention at all times
- if you're not sure if the animal is a pet or a service animal, ask the person
- you can provide water for the service animal if the person allows it
- if the service animal is prohibited by another law, explain why to the person and discuss other ways to assist them

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Tips:

- speak directly to the person with a disability, not to their support person

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to facilities for people with disabilities, Graham Bros. will notify those affected promptly. This notice will include information about the reason for the disruption, and its' anticipated length of time.

Ramps, walkways, paths for the public in / around our construction zones; We must notify in advance of the temporary disruption and make access with the mindset that it does not limit a disabled patrons independence, dignity, integration, and equality of opportunity. For example, a person in a wheelchair is having trouble crossing a street under construction due to gravel or a curb lip. This would be deemed unacceptable, and helping them (lifting their chair), though the right thing to do, would affect their independence and dignity.

Training

Graham Bros. will provide training to employees in the following.

- Graham Bros. policy related to the accessibility service standard.
- Tips on how to interact and communicate with people with various types of disabilities.
- What to do if a person with a disability is having difficulty in accessing Graham Bros. facility.
- How to identify and remove a barrier to persons with disabilities.

Feedback Process

We welcome feedback regarding accessibility and how we can continuously improve. Those who wish to provide feedback on the way GBCL provides goods and services to people with disabilities can email Scott Stamcos at ssamcos@grahambros.com. All feedback, including complaints, will be responded to within 2 business days of receipt.

Alternate Format

Alternatively, feedback can be provided by calling 905-453-1200 and asking to speak with the Health & Safety Department.

For those who wish to provide feedback in writing, please find address in to:

Graham Bros. Construction Limited

Attention: Health & Safety Department

297 Rutherford Road South

Brampton, Ontario L6W 3J8

Feedback will be reviewed by our Health & Safety Department; we will consider possible action and reasonable accommodation that can be taken to improve our services.