

TULMAR

Accessibility Policy



President

Dec 21, 2023

Date

Darren Liew

Human Resources Manager

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Date

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Accessibility Policy

1.0 Policy

Tulmar Safety Systems Inc. establishes this policy to define the process by which persons with disabilities may request accommodation. Tulmar shall accommodate employees, customers, suppliers, visitors, members of the public and candidates based on their disability up to the point of undue hardship with respect to customer service, recruitment and selection, and workplace accommodation.

2.0 Purpose and Scope

Tulmar Safety Systems disability accommodation policy applies to all employees, visitors, customers, suppliers, members of the public and candidates. Tulmar is committed to creating and maintaining a barrier and discrimination-free work environment for all regardless of disability. Tulmar establishes this policy based on the principles of independence, dignity, integration, and equal opportunity.

3.0 Definitions

“Disability” is defined by the Ontario Human Rights Code as,

- 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, 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
- b) a condition of mental impairment or a developmental disability
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”).

4.0 Responsibilities

Tulmar Shall:

- a) Adhere to and communicate the disability accommodation policy
- b) Educate Supervisors and Managers about their role to accommodate
- c) Train all staff in accessible customer service, other Ontario’s accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities
- d) Accommodate employees, visitors, customers, and candidates to the point of undue hardship
- e) Respect individuals’ right to privacy and confidentiality
- f) Allow assistive devices such as wheelchairs, walkers, canes, screen readers, listening devices and oxygen tanks in the workplace
- g) Welcome support persons and service animals helping or guiding individuals with disability on our premises
- h) Ensure that Tulmar reception is trained and familiar with any given assistive devices used by employees within our workplace
- i) Request reasonable evidence to verify the legitimacy of the accommodation request, when

applicable

- j) Accommodate to the point of undue hardship
- k) Establish a process for people to provide feedback, including a complaint mechanism, and make information about the feedback process readily available
- l) Ensure that any organizational policies that do not respect and promote principles of dignity, independence, integration, and equal opportunity for people with disabilities are reviewed, modified, and removed as appropriate.

Supervisors/Managers shall:

- a) Adhere to the disability accommodation policy and receive, and respond to requests in a timely manner
- b) Ensure that emergency response information for employees with disabilities are tailored to their needs
- c) Communicate with disabled persons in ways that considers their disability

Employees shall:

- a) Notify his/her supervisor of a need for accommodation based on their disability
- b) Provide adequate medical information to prove the legitimacy of the accommodation request

Non-employees shall:

- a) Notify the front office receptionist of a need for accommodation based on their disability

5.0 Procedures

It is the responsibility of employees, customers, visitors, suppliers, members of the public, and applicants to communicate their accommodation needs to the company.

Employees who wish to raise a potential accommodation issue shall do so by submitting a request for accommodation in writing to their immediate supervisor or manager. The request shall:

- a) Describe the condition or circumstances causing the accommodation issue.
- b) Describe, in detail, the accommodation sought to address the need.

Customers, visitors, suppliers, and members of the public may request accommodation by submitting a verbal request to Tulmar visitor reception. Tulmar reception will take all reasonable steps to ensure that this individual is accommodated accordingly. In the event Tulmar cannot accommodate a disabled individual, he/she will be notified of the unexpected situation.

Candidates scheduled for an interview may request accommodation based on their disability by submitting a verbal request during the interview scheduling process. Accommodation during the selection process may include but are not limited to:

- a) Providing the position's description or other information in multiple formats for candidates who are blind or visually impaired
- b) Ensuring that applicants who are deaf or hearing impaired can make enquiries via electronic communication
- c) Allowing extra time, where appropriate, for tests or exams
- d) Ensuring that the interview site is fully accessible to disabled

Employees may be asked to provide relevant medical information to facilitate the assessment and determination of the accommodation. If medical information is requested, the employee must fully cooperate.

The employee's immediate supervisor or manager shall assess the accommodation issue in a timely manner. Tulmar reverses the right to request further medical information and request that the employee participate in a formal needs assessment by a qualified medical practitioner or other trained professionals to assist in determining what accommodation is needed, how much it will cost, and how it can be provided.

Accommodation with respect to the workplace may include but are not limited to:

- a) Support personnel at no cost to Tulmar,
- b) Changes to worksites and/or flexible working schedules
- c) Individualized workplace emergency response information and assistance during emergencies
- d) Adaptive technology and assistive devices
- e) Converting printer matter to alternative media including Braille documents, larger print, and electronic version
- f) Providing interpreters
- g) Adapting training programs

Employees, customers, visitors, suppliers, members of the public and applicants with disabilities can provide Tulmar with feedback on our accessibility services at any time. Feedback based on our accessibility process can be submitted verbally to the receptionist, by e-mail, website feedback form, or through the company's Continuous Improvement suggestion box. All feedback will be directed to the President and addressed accordingly.

6.0 References

Ministry for Seniors and Accessibility – Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Integrated Accessibility Standards Regulation (IASR).

7.0 Attachments

None noted

This document is publicly available. Accessible formats are available upon request.

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