

AODA Multi Year Plan

McLean Taylor Construction Limited strives to meet the needs of its employees and customers with disabilities and is working hard to remove barriers to accessibility. McLean Taylor Construction Limited is committed to fulfilling our requirements under the Accessibility of Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

SECTION 1 – Past Achievements and Actions

Customer Service

- McLean Taylor Construction Limited is committed to complying with the Customer Service Standard in Ontario and providing accessible services in a dignified and respectful manner.
- McLean Taylor undertook an assessment of potential accessibility barriers and continues to monitor the accessibility of areas that could potentially limit people's access to services.
- McLean Taylor updated the website, job application forms, general company email signature to ensure feedback processes are accessible to people with disabilities upon request.
- McLean Taylor has provided (and will continue to provide) AODA Customer Service training to all employees.

Information and Communication

- McLean Taylor Construction Limited will create and provide accessible formats and communication supports to people with disabilities in a timely manner, when requested to do so.
- We will ensure that any public announcements are offered in any requested format.
- If a person with a disability requests it, information will be provided regarding emergency procedures and public safety information. We will work with the employee to develop a tailored emergency plan to ensure safety, and a feeling of both value and security for that individual. We will respect confidentiality in every instance.

Employment

- Our job application was revised to note that applications from employees with disabilities are welcomed and asks if any accommodations are needed.
- We will consult with any applicant who requests an accommodation in a manner that considers the applicant's disability.
- We welcome any employee to confidentially let us know when an accommodation is required. We will work with the employee and any of their support team to come up with an accommodation plan.
- McLean Taylor has developed a return-to-work process for employees who have been absent from work due to a disability, and will work with the employee and their support team to come up with an accommodation plan.

Training

- McLean Taylor Construction Limited began companywide training on Ontario's accessibility laws and Human Rights in 2013.
- McLean Taylor has recently included AODA training as part of the new worker orientation program. This occurs as soon as practicable after being hired, and typically within the first week of employment.
- The current training is conducted by McLean Taylor's Safety & Compliance Manager, who ensures that it is completed, understood and that a record-of-training is saved. The training consists of the Customer Service Standard Training Module as well as the Ontario Human Rights Training Module – Working Together. All employees read (and/or have communicated to them) McLean Taylor's Accessibly Customer Service Standard pamphlet.
- All employees of McLean Taylor Construction Limited, including management, part time workers, and students, as well as individuals that develop our policies and those that provide services on our behalf, will complete the training listed above.
- An assessment was completed to ensure that this training is appropriate to the duties of the employees. This then indicated it is necessary that the company's Administrative Assistant, Human Resources Manager, and Safety & Compliance Manager complete additional training – Training Modules: General Requirements, Information and Communications Standard, and Employment Standard.
- All employees of McLean Taylor Construction Limited, including management, part time workers and students, as well as individuals that develop our policies and those that provide services on our behalf, will complete the training listed above.
- We maintain records of the training, including the dates on which the training was provided and the number of individuals to whom it was provided. These training records are reviewed on an annual basis. This is tracked on our company training app (SiteDocs) and the Safety and Compliance Manager is responsible for entering, reviewing, editing, and updating.
- Training will be developed and updated whenever there are policy changes.

Design of Public Spaces

- McLean Taylor Construction Limited constructed a new office in 2021. This building and property were designed to meet the Accessibility Standards including accessible parking, accessible paths of travel, accessible reception areas, and a barrier free entrance and washroom.
- McLean Taylor Construction Limited will comply with the Design of Public Spaces Standard when undertaking the construction or renovations of any public spaces, such as walk ways, parking lots or reception areas going forward.

SECTION 2- Strategies and Actions

Customer Service

- McLean Taylor Construction Limited is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.
- We are open and welcoming to any feedback with regard to accessibility.
- We welcome all support persons and anyone with a disability who requires an assistive device may use it as required. We will help any way that we can.

- We will continue to train all employees in the Customer Service Standard and update as needed.
- We will continue to monitor accessibility of our building and spaces.
- **We will respond to any suggestions or requests for any information or service (via web/in person/email) to be provided or presented in a different and/or more accessible way.**

Information and Communications

- McLean Taylor Construction Limited is committed to making our information and communications accessible to people with disabilities.
- **We will continue to provide information about our company in accessible formats or with communications supports. These will be developed as required.**

Employment

- McLean Taylor Construction Limited is committed to fair and accessible employment practices.
- **We will continue to review our hiring and employment practices and policies to ensure removal of any potential barriers to employment.**

Training

- McLean Taylor Construction Limited is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.
- **We will continue to provide AODA training as part of our onboarding for new employees. We will maintain records of this training on our software. We are prepared to update and /or change training as new regulations and policies are developed.**

Design of Public Spaces

- McLean Taylor Construction Limited will meet accessibility laws when building or making changes to public spaces.
- **We will ensure that any modification of our public spaces meet the Accessibility Standards.**

For More Information

For more information on this accessibility plan, please contact at

Last Name	First Name	Middle Initial
Telephone Number	Email Address	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

Standard and accessible formats of this document are free on request from

Last Name	First Name	Middle Initial
Telephone Number	Email Address	