

# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

## STATEMENT OF COMMITMENT TO ACCESSIBILITY

David J. Cupido Construction Ltd. is dedicated to fostering an inclusive environment that promotes equal access and participation for individuals with disabilities. We firmly believe in upholding the dignity and independence of every person. We believe in integration and the objective of a barrier free Ontario. We are committed to promptly meeting the needs of our clients, employees, and stakeholders with disabilities. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*. We are committed to meeting all current and ongoing obligations under the *Ontario Human Rights Code* and to upholding the principles of non-discrimination and inclusivity.

### **Employee Training and Awareness**

It is our Policy to ensure that all staff are trained on accessible customer service and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities. In addition, we will train all persons who participate in developing the organization's policies and all other persons who provide goods or services on behalf of the organization. Training will be required as soon as is practicable after hire and as needed in respect of any changes to the policies. We maintain records of training including the dates on which the training occurred.

### **Communication**

We are committed to fostering respectful interactions and ensuring inclusive and accessible communication. Communications with a person with a disability will be conducted in a manner which takes the individual's disability into account. We will strive to meet the access and communication needs of individuals with disabilities.

### **Service Animals, Support Persons, and Assistive Devices**

Clients requiring the use of a service animal are welcome to bring their service animal while visiting our office. We will ensure that employees are aware of the presence of a service animal and will accommodate the individual's needs to the very best of our ability.

Individuals with disabilities are welcome to bring their support person while visiting our office. We will ensure that employees are aware of the presence and role of the support person and will provide any necessary information or training to our employees to facilitate effective communication and interactions.

We will strive to make our space accessible to individuals with disabilities who use assistive devices. Employees will receive training to assist individuals with disabilities who use assistive devices to access our services. Reasonable efforts will be made to accommodate any special requirements associated with the use of specific assistive devices.

### **Employment**

David J. Cupido Construction Ltd. is committed to ensuring equal employment opportunities and promoting accessibility for all job applicants, including those with disabilities. In our job postings, we will specify that accommodations are available upon request. When we invite applicants to an interview, either verbally or in writing, we will notify them of our accommodation policies and the types of accommodations that can be provided during the hiring process, such as accommodations for interviews or testing. During the job offer stage, we will provide successful applicants with information on our accommodation procedures. We respect the confidentiality of all accommodation requests and related information, ensuring that the privacy and dignity of applicants with disabilities are upheld. We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the individual's unique needs.

### **Feedback Process and Continuous Improvement**

David J. Cupido Construction Ltd. welcomes feedback on how we may improve on our commitment to provide accessible customer service. Feedback will be acknowledged, documented, and used as a valuable resource as we work to identify and eliminate barriers and respond to concerns.

Individuals are encouraged to choose their preferred method of providing feedback, through email, phone, or in-person. Feedback may be directed to the attention of:

Office Manager

4-620 Cataraqi Woods Drive, Kingston, ON K7P 1T8

[info@cupidoconstruction.com](mailto:info@cupidoconstruction.com)

613-384-1080

David J. Cupido Construction Ltd. will make reasonable efforts to adjust policies, practices, and physical environments based on the insights gained through this valuable process.

# ACCESSIBILITY POLICY

## SCOPE

This policy is applicable to job applicants where stated and employees, including full-time, part-time, and temporary employees, as well as all levels of management, at David J. Cupido Construction Ltd.

## PURPOSE

The purpose of this policy is to demonstrate our commitment to accessibility in compliance with the *Accessibility for Ontarians with Disabilities Act*, including the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

## PERIODIC REVIEW PROCESS

This policy will be reviewed on an annual basis or as needed to ensure compliance with applicable legislation and best practices in accessibility.

## POLICY APPROVAL AND IMPLEMENTATION

This policy has been approved by David J. Cupido Construction Ltd. and is effective as of December 1, 2023. It will be communicated to all employees and made available upon request.

### I. COMMITMENT TO ACCESSIBILITY

David J. Cupido Construction Ltd. is dedicated to fostering an inclusive environment that promotes equal access and participation for individuals with disabilities. We believe in upholding the dignity and independence of every person. We believe in integration and the objective of a barrier free Ontario. We are committed to promptly meeting the needs of our clients, employees, and stakeholders with disabilities. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*. We are committed to meeting all current and ongoing obligations under the *Ontario Human Rights Code* and to upholding the principles of non-discrimination and inclusivity.

### II. RECRUITMENT AND HIRING

David J. Cupido Construction Ltd. is committed to ensuring equal employment opportunities and promoting accessibility for all job applicants, including those with disabilities. In our job postings, we will specify that accommodations are available upon request. When we invite applicants to an interview, either verbally or in writing, we will

notify them of our accommodation policies and the types of accommodations that can be provided during the hiring process, such as accommodations for interviews or testing.

We encourage all applicants to make accommodation requests as soon as possible before the scheduled interview or assessment. To request accommodations or seek additional information, please contact the hiring manager.

During the job offer stage, we will provide successful applicants with information on our accommodation procedures. We respect the confidentiality of all accommodation requests and related information, ensuring that the privacy and dignity of applicants with disabilities are upheld.

### **III. EMPLOYEE TRAINING**

It is our Policy to ensure that all employees are trained on accessible customer service and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities, including the use of service animals, support persons and assistive devices.

In addition, we will train as required all persons who participate in developing the organization's policies and all other persons who provide goods or services on behalf of the organization.

Training will occur as soon as is practicable after hire and as needed in respect of any changes to the policies. We maintain records of training including the dates on which the training occurred.

### **IV. EMPLOYEE ACCOMODATION AND RETURN TO WORK**

Employee accommodations and return to work, in accordance with the *Accessibility for Ontarians with Disabilities Act*, will be provided in a manner that respects the dignity and independence of the individual requesting the accommodation. This procedure is intended for employees who provide Substantiated Medical Documentation confirming that their disability is preventing them from performing some or all the Bona Fide Occupational Requirements of their job, or who have been absent from work due to a disability and require accommodations to support their return.

#### **Employee Accommodation Procedure:**

This procedure can be found in our Health & Safety Manual under Section 1.3 – Early Safe Return to Work Program. This procedure will be reviewed as needed to ensure compliance with the AODA and best practices in accommodation.

If a worker employed by Cupido Construction has been injured in the course of his work on a Cupido jobsite, he may be placed on modified work while his injury is healing. The offer of modified work will be through the Health & Safety Advisor. A worker who agrees to enter a modified work program will report to the Cupido office at 8 a.m. on the next workday following the injury. The H & S Advisor and/or Construction Manager will work out modified duties and/or hours based on recommendations from a medical professional (if available) or the worker's own identified needs (if no medical information is available). The modified work program may include modified duties or modified hours, or both. The worker will meet with the H & S Advisor and/or the Construction Manager weekly (or more often, if necessary) to allow for changes to the duties and hours as the worker's physical condition changes. WSIB Form 7 must be completed within 72 hours of the injury, noting the accepted offer of modified duties. The H & S Advisor will advise the worker's WSIB adjudicator of changes to or termination of the modified work program as they occur. Management will maintain records of accommodation requests, plans, and outcomes. These records will be kept confidential in accordance with privacy laws.

**Accommodation Review and Feedback:** Employees are encouraged to provide feedback on the accommodation process and the effectiveness of accommodations provided. Employee feedback can be submitted to the Health & Safety Advisor.

## **V. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT AND REDEPLOYMENT**

All activities related to assessing and improving performance, productivity and effectiveness, career development and advancement as well as redeployment will consider the unique accessibility needs of employees with disabilities as well as individual accommodation plans, as applicable.

## **VI. ACCESSIBLE COMMUNICATION**

We are committed to fostering respectful interactions and ensuring inclusive and accessible communication. Communications with a person with a disability will be conducted in a manner which takes the individual's disability into account. We will strive to meet the access and communication needs of individuals with disabilities.

## **VII. CLIENT INTERACTIONS AND ACCESSIBILITY**

This policy applies to all employees or representatives of David J. Cupido Construction Ltd. who interact with clients in our office or during our business activities.

David J. Cupido Construction Ltd. is committed to providing excellent customer service and ensuring an inclusive and accessible environment for all clients, including those with

disabilities. This policy outlines our commitment to accommodating clients with disabilities, including the use of service animals, support persons, and assistive devices when they visit our office premises or interact with members of our team.

It is our expectation that all clients will be treated with respect, dignity, and courtesy. Discrimination or harassment based on disability is strictly prohibited. We are committed to providing a welcoming and accessible environment for clients with disabilities and reasonable accommodations will be made to ensure equal access to our services.

### **1. Service Animals:**

- Clients with disabilities may be accompanied by a service animal while visiting our office or engaging with our team.
- Employees shall not distract or touch the service animal without the client's permission.
- If allergies or safety concerns arise, employees should inform management and we will attempt to find an alternative solution that respects both the client's needs and the employee's safety.

### **2. Support Persons:**

- Clients with disabilities may choose to bring a support person with them when accessing our services.
- Employees shall communicate directly with the client and their support person, addressing questions and concerns to both individuals when appropriate.

### **3. Assistive Devices:**

- Clients may use various assistive devices. These devices may include wheelchairs, hearing aids, communication devices, or any other technology that supports their needs. We will strive to make our space accessible to individuals with disabilities who use assistive devices. Reasonable efforts will be made to accommodate any special requirements associated with the use of specific assistive devices.
- Employees shall respect the use of assistive devices and consult with management to provide any necessary assistance or adjustments to accommodate clients effectively.

### **4. Communication:**

- Employees shall communicate with clients with disabilities in a manner that considers their individual needs and preferences.
- If a client has difficulty understanding or responding, employees shall be patient and offer assistance as needed.

## VIII. FEEDBACK PROCESS

David J. Cupido Construction Ltd. welcomes feedback on how we may improve on our commitment to provide accessible customer service. Feedback will be acknowledged, documented, and used as a valuable resource as we work to identify and eliminate barriers and respond to concerns.

Individuals are encouraged to choose their preferred method of providing feedback, through email, phone, or in-person. Feedback may be directed to the attention of:

Office Manager  
4-620 Cataraqui Woods Drive, Kingston, ON K7P 1T8  
[info@cupidoconstruction.com](mailto:info@cupidoconstruction.com)  
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