

OUR MISSION

ACAPULCO POOLS/GALL CONSTRUCTION is committed to be the leader in the construction of prominent aquatic facilities in North America.

OUR COMMITMENT

In fulfilling our mission, ACAPULCO POOLS/GALL CONSTRUCTION strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

PROVIDING GOODS AND SERVICE TO PEOPLE WITH DISABILITIES

ACAPULCO POOLS/GALL CONSTRUCTION is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

TELEPHONE SERVICES

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail or other services if telephone communication is not suitable to their communication needs or is not available.

ASSISTIVE DEVICES

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

BILLING

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

USE OF SERVICE ANIMALS AND SUPPORT PERSONS

ACAPULCO POOLS/GALL CONSTRUCTION is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

If the service animal is not easy to identify, it is possible that the person may be asked to provide documentation from a regulated health professional, which confirms that the service animal is required for reasons relating to their disability.

ACAPULCO POOLS/GALL CONSTRUCTION is also committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter ACAPULCO POOLS/GALL CONSTRUCTIONS premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

If at any time ACAPULCO POOLS/GALL CONSTRUCTION requires a person to be accompanied by a support person for health and safety reasons, before the decision is made ACAPULCO POOLS/GALL CONSTRUCTION will consult with the person to understand their needs and use available evidence to determine whether there is no other reasonable way to protect the health and safety of the person or others on the premises. Any admission or related fees would be waived for the support person.

NOTICE OF TEMPORARY DISRUPTION

ACAPULCO POOLS/GALL CONSTRUCTION will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

TRAINING FOR STAFF

ACAPULCO POOLS/GALL CONSTRUCTION will provide training to all employees, volunteers and others who deal with the public or sub-contractors on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided at orientation or as soon as practicably reasonable after staff commence their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing the company's goods and services
- ACAPULCO POOLS/GALL CONSTRUCTIONS policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

FEEDBACK PROCESS

The ultimate goal of ACAPULCO POOLS/GALL CONSTRUCTION is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way ACAPULCO POOLS/GALL CONSTRUCTION provides goods and services to people with disabilities can be made by e-mail, over the phone or in person. Upon request, other accessible formats and communication supports will be made available for any comments or questions regarding ACAPULCO POOLS/GALL CONSTRUCTIONS accessible customer service.

All feedback will be directed to the H&S Manager. Customers can expect to hear back in 7 days. Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of ACAPULCO POOLS/GALL CONSTRUCTION that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

QUESTIONS ABOUT THIS POLICY

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation should be provided by, or referred to, Human Resources or the Health & Safety Manager at ACAPULCO POOLS/GALL CONSTRUCTION.

Part I – General			
This section of the Regulation requires us to:			
<ul style="list-style-type: none"> develop & maintain an accessibility policy develop & maintain a multi-year accessibility plan ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code 			
Action	Compliance Date	Responsibility	Status
<p>Accessibility Policies</p> <ul style="list-style-type: none"> Create policies and procedures for each standard Make the Policy publicly available and provide in an accessible format, upon request. Review annually and update as needed 	Jan 1, 2014	Leadership Team, Human Resources	Complete (ongoing)
<p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> Develop a Multi-Year Accessibility Plan Post multi-year accessibility plan on website, intranet and provide in an accessible format, upon request Review and update the plan at least once every 5 years 	Jan 1, 2014	Leadership Team, Human Resources	Complete (ongoing)
<p>Training</p> <ul style="list-style-type: none"> Ensure all employees, volunteers, and students have completed AODA and OHRC training All new employees complete the AODA training within the first week Keep a record of the dates of training and the individuals who received the training 	Jan 1, 2015 (and ongoing)	Human Resources	Complete (ongoing for new hires, students & volunteers)

Part II – Information and Communications Standards

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication support
- publicly available emergency procedures, plans, public safety information
- accessible websites and web content

<p>Feedback processes</p> <ul style="list-style-type: none"> • Create a process for receiving and responding to feedback • Ensure processes are accessible and meet the requirements of the IASR. 	<p>January 1, 2016</p>	<p>Human Resources, Marketing, 3rd Party Webmaster /Designer</p>	<p>Complete</p>
<p>Accessible formats and communication support</p> <ul style="list-style-type: none"> • Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities. • Consult with person making the request to determine suitability of accessible format or communication support. • Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons. 	<p>Jan 1, 2016</p>	<p>Human Resources, Marketing</p>	<p>Complete (ongoing)</p>

<p>Emergency procedures, plans or public safety information</p> <ul style="list-style-type: none"> Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable 	<p>Jan 1, 2012</p>	<p>Human Resources, Health and Safety</p>	<p>Complete (ongoing)</p>
<p>Accessible websites and web content</p> <ul style="list-style-type: none"> Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). <i>Note – All WCAG2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</i> 	<p>Jan 1, 2014 and Jan 1, 2021</p>	<p>Marketing and 3rd Party Webmaster / Designer</p>	<p>Website be redesigned 2024</p>

Part III – Employment Standards

This section of the Regulation includes requirements related to:

recruitment, assessment and selection

- accessible formats and communication support for employees
- workplace emergency response
- individual accommodation plans and return to work processes
- performance management, career development and redeployment

Recruitment, Assessment, Selection

- Review and update existing recruitment, policies, procedures and processes.
- Specify accommodation is available for applicants with disabilities on the website and on job postings.
- Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation.
- If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner which considers the applicant's accessibility needs due to a disability.

Jan 1, 2016

Human Resources

Complete
(and ongoing)

<p>Informing employees of supports</p> <ul style="list-style-type: none"> • Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. • Keep employees up to date on changes to policies/procedures relating to accommodation. 	<p>Jan 1, 2016</p>	<p>Human Resources</p>	<p>Complete (and ongoing)</p>
<p>Accessible formats and communication support for employees</p> <ul style="list-style-type: none"> • When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job. 	<p>Jan 1, 2016</p>	<p>Human Resources</p>	<p>Complete (and ongoing)</p>
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Individualized workplace emergency response information procedures have been developed for employees with disabilities. 	<p>Jan 1, 2016</p>	<p>Human Resources and Health and Safety</p>	<p>Complete (and ongoing)</p>

<p>Documented individual accommodation plans/ Return to work Process</p> <ul style="list-style-type: none"> • Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities. • Include in the process and plans all of the required elements in accordance with the provisions of the IASR 	<p>Jan 1, 2016</p>	<p>Human Resources, Health and Safety</p>	<p>Complete (and ongoing)</p>
<p>Performance management, career development, advancement and redeployment</p> <ul style="list-style-type: none"> • Review and update existing policies, practices to ensure compliance with IASR • Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment 	<p>Jan 1, 2016</p>	<p>Human Resources</p>	<p>Complete (and ongoing)</p>

Part IV.1 – Design of Public Spaces Standards

This section of the Regulation includes requirements related to:

- recreational trails & beach access routes (NA)
- outdoor public use eating areas & outdoor play spaces (NA)
- exterior paths of travel
- parking
- obtaining service
- maintenance

<p>Obtaining service – Make service counters and waiting areas accessible.</p> <ul style="list-style-type: none"> • Where practicable, all indoor or outdoor newly constructed service counters all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR. 	<p>Jan 1, 2017</p>	<p>Sr. Management, Human Resources</p>	<p>Not applicable</p>
<p>Maintain the accessible parts of our public spaces.</p> <p>Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR</p>	<p>Jan 1, 2017</p>	<p>Human Resources, Health and Safety</p>	<p>Complete and Ongoing</p>

<p>Make parking accessible</p> <ul style="list-style-type: none"> • Where practicable, new and redeveloped parking areas meet technical requirements in accordance with the provisions of the IASR 	<p>Jan 1, 2017</p>	<p>Sr. Management, Human Resources</p>	<p>Not applicable</p>
<p>Make exterior paths of travel accessible.</p> <ul style="list-style-type: none"> • Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR. 	<p>Jan 1, 2016</p>	<p>Sr. Management, Human Resources</p>	<p>Not applicable</p>

<p>Make outdoor public eating areas accessible.</p> <ul style="list-style-type: none">• If newly constructing or redeveloping outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR.	Jan 1 2017	Facilities Manager, Human Resources	Not applicable
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