

Van Harten Multi-Year Accessibility Plan

Amended May 2022

Message from the President

Van Harten Surveying Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Van Harten Surveying Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Van Harten Surveying Inc. understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Van Harten Surveying Inc. is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Introduction

Van Harten Surveying Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Van Harten Surveying Inc. is committed to fulfilling our requirements under the Accessibility for 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.

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Guelph, ON N1H 3X3
519-821-2763

660 Riddell Road, Unit 1
Orangeville, ON L9W 5G5
519-940-4110

Collingwood, ON:
249-499-8359

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1: Past Achievement to Remove and Prevent Barriers

Customer Service

Van Harten Surveying Inc. has remained in compliance with the Customer Service Standards. We remain committed to addressing the customer feedback received, and identifying and addressing potential barriers that may prevent people from giving feedback.

Van Harten Surveying Inc. has always strived to provide accessible customer service through the allowance of assistive devices, service animals, and support persons. In addition, we have always welcomed feedback in order to improve our accessibility efforts.

Information and Communications

Van Harten Surveying Inc. has always communicated with people with disabilities in ways that take into account their disability. This has included the following:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- Paper documents converted to electronic format

We have always made every effort to accommodate any methods of communication that are required by a person with a disability, that are not already listed above.

We have always worked with the person with a disability to determine what method of communication works for them.

Employment

Van Harten Surveying Inc. has always consulted with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We have always consulted with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee's job; and
- b) Information that is generally available to employees in the workplace

We have always provided assistance to the employee as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

Training

Van Harten Surveying Inc. has always been committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we set a goal to train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Section 2: Strategies and Actions

Customer Service

Van Harten Surveying Inc. 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 plan to implement and/or continue the following initiatives:

- ONGOING - Training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.
- ONGOING – Continuing the allowance of people with disabilities to use their personal assistive devices when accessing our goods, services or facilities.
- ONGOING – Continuing to welcome service animals on the parts of our premises that are open to the public and third parties.



Information and Communications

Van Harten Surveying Inc. is committed to making our information and communications accessible to people with disabilities.

We plan to implement and/or continue the following initiatives:

- ONGOING - Communicating with people with disabilities in ways that take into account their disability, including: reading written information to a person directly, large print, text transcripts of audio or visual information, handwritten notes instead of spoken word, information written in plain language, and paper documents converted to electronic format.
- ONGOING - Making every effort to accommodate any methods of communication that are required by a person with a disability, that are not already listed above.
- ONGOING - Working with a person with a disability to determine what method of communication works for them.

Employment

Van Harten Surveying Inc. is committed to fair and accessible employment practices.

We plan to implement and/or continue the following initiatives:

- ONGOING - Continuing to notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We will continue to notify job applicants on our website and otherwise-posted job openings that accommodations are available upon request. We will continue to consult with the applicants and provide or arrange for suitable accommodation, should they request it.
- ONGOING - Continuing to notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- ONGOING - Continuing to notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We will continue to provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.
- ONGOING - We will continue to consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will continue to consult with the person



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making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) Information that is needed in order to perform the employee's job;
and
- b) Information that is generally available to employees in the workplace
- ONGOING - Where needed, we will also continue to provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.
- ONGOING - We will continue to review the individualized workplace emergency response information:
 - a) When the employee moves to a different location in the organization;
 - b) When the employee's overall accommodations needs or plans are reviewed; and
 - c) When the employer reviews its general emergency response policies.

Training

Van Harten Surveying Inc. 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 plan to implement and/or continue the following initiatives:

- ONGOING - We remain committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will continue to train:
 - a) all persons who participate in developing the organization's policies; and
 - b) all other persons who provide goods, services or facilities on behalf of the organization
- ONGOING - Training continues to include:
 - Requirements of the Customer Service Standard
 - How to interact and communicate with people with various types of disabilities



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- 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 our organization's goods, services or facilities
- General Requirements
- Requirements of the Employment Standard
- Ontario Human Rights Code as it relates to people with disabilities and the Accessibility for Ontarians with Disabilities Act, 2005
- ONGOING - We continue to train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We continue to maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

For More Information

For more information on this accessibility plan, please contact:

Human Resources
519-821-2763
hr@vanharten.com

Our accessibility plan is publicly posted at www.vanharten.com.

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

Human Resources
519-821-2763
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