



The Boathouse / Blackwell Multi Year Accessibility plan, in order to ensure full compliance with the Accessibility for Ontarians with Disabilities Act (AODA), in provision with the Integrated Accessibility Standards Regulation.



# CUSTOMER SERVICE / TRAINING

OUR PLAN	COMPLIANCE	TO BE DONE
Ensure that all of Ontario's accessibility laws are upheld at all levels from the Ontario Office team, the Field team and warehouse team members in a way that best suits their duties.	Regionals, Store Managers, Department Heads	January 1st, 2015
Create a customer service policy that is geared around educating our team members on how to deal with assistive devices/ support personnel, support animals, as well as how to properly deal with individual disabilities respectfully.	Store Managers/ Regional Managers/ Department Heads	January 1st, 2015
Roll out new training material, including sign offs for current and new team members in the field, office and warehouse in Ontario. Add new training material to the Ontario 'New Hire' kits.	Director of Human Resources	January 1st, 2015
Create a Training Log, in order to monitor compliance to ensuring that training on the AODA is occurring in the field and by each department in the office and warehouse.	Director of Human Resources	January 1st, 2015
Roll out a thorough training package/ procedure outline on acceptable customer service standards regarding IASR.( Integrated Accessibility Standards Regulation)	Director of Human Resources	July 1st, 2015
Create training material/ Roll out individualized workplace emergency responses to Ontario team members with disabilities. Ensure all team members are aware of the emergency protocol in their store/ region.	Director of Human Resources	January 1st, 2016
Create an Ontario store tour schedule, where a Human Resources Checklist is to be implemented to address accessibility issues and ensure that all team members understand the training materials/ support all customer service initiatives.	Director of Operations	January 1st, 2015 (Ongoing)



# EMPLOYMENT / COMMUNICATION AVENUES

OUR PLAN	COMPLIANCE	TO BE DONE
Analyze and ensure that all of our avenues are available for feedback to be given and easily accessible for the disabled. We will provide, upon request accessible formats and communication support for people with disabilities.	Ecommerce Manager	January 1st, 2016
Establish a separate email address to ensure that all feedback on accessibility issues can be channeled directly to the Human Resource department.	I.T .Department	January 1st, 2015
Modifying our recruitment process to ensure that people with disabilities will be accommodated when necessary, during the hiring process.	Director of Human Resources	January 1st, 2016
Ensure that internal and external job postings are revised to include accessibility for disabled candidates where necessary.	Director of Human Resources	January 1st, 2016
Boathouse will add our Ontario accessibility training policy to our existing field Store Visit Report to ensure there is follow up on compliance in the field.	Director of Human Resources	January 1st, 2016
Boathouse will ensure that our website conforms to the Web content Accessibility Guidelines ( WCAG) 2.0 at Level AA.	Ecommerce Manager	January 1st, 2021
Boathouse/ Blackwell will post this plan via a link, on our website under an Accessibility tab. This plan will be provided to anyone who requests it, in a format that is acceptable to them.	Ecommerce Manager	March 1st, 2015
Develop/ Role out a process for individual accommodation plans for team members with disabilities, including all mandates that are outlined in the 'AODA'.	Director of Human Resources	January 1st, 2016
We will revise our current policies, in order to develop an effective ' Return to Work' process for our Ontario team members who have been absent from work due to a disability. We will revise our modified duties policy, in all disability related accommodations in order to ensure a transitionally smooth return to work.	Director of Human Resources	January 1st, 2016



# DESIGN OF PUBLIC SPACES

OUR PLAN	COMPLIANCE	TO BE DONE
<p>Boathouse / Blackwell will ensure that full compliance is in effect towards meeting the Accessibility Standards for the design of public spaces, when building or making major modifications on existing structures.</p> <p>This includes, but is not limited to, all service related elements.</p>	Vice President	January 1st, 2016
<p>Should Boathouse / Blackwell ever venture into operating kiosks in Ontario, the needs of the disabled will be taken into account in all areas of design and construction.</p>	Vice President/ Director of Operations	January 1st, 2016
<p>Boathouse / Blackwell will comply with all emergency maintenance procedures for the accessible parts of our public spaces in Ontario.</p>	Vice President/ Director of Operations	January 1st, 2016
<p>We commit to Informing the public of any temporary disruption to service in Ontario and we will ensure that we outline all alternative solutions.</p>	Director of Operations	January 1st, 2017