



Accessibility for Ontarians with Disabilities Act Standard for Customer Service

Overview:

Busch Systems International Inc is a private sector employer with over 20 employees located in Ontario. Due to this status we are required to comply with the Accessibility Standard for Ontarians with Disabilities Act, 2005 (AODA) by January 1, 2012. The general goal of the AODA is to make all Companies in Ontario Accessible by all Ontarians including those with various Disabilities.

This policy regulates the way Busch Systems Employees interact with individuals with disabilities, including the use of assistive devices, or other assistive measures.

It is our goal that all persons employed or dealing with Busch Systems can do so with Dignity, Independence, Integration, and Equal Opportunity.

Service Animals and Support Persons:

The General Public and Employees are permitted to bring Service Animals or support persons to our premises if need be. All employees of Busch Systems are aware that Service Animals are working and are not to be pet or handled.

Temporary Disruptions:

If the building located at 81 Rawson Ave is not accessible for any reason (power outage, renovations, etc.) notice will be posted at the front door. This notification will include the reason for our closure and the estimated date and hour of reopening.

Training:

Busch Systems will provide training to employees who deal with the public or other third parties. This training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act

- How to interact with individuals with various types of disabilities

- How and when to offer a person with disabilities help

- How to abide by their wishes

- Not to rush a person with a disability

- What to do if a person with a disability is having difficulties using our services, ie: Busch Systems Website.

All training provided to employees will be based on the recommendations from Ontario.ca/AccessON.
http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TrainingTips_more20_en.pdf





Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that Busch Systems International Inc. will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Busch Systems International Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

Busch Systems International Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Busch Systems International Inc. will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Busch Systems International Inc. will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- Research different training methods as needed.
- Provide different training methods as needed

Kiosks

Busch Systems International Inc. will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- In the event Busch Systems International Inc. provides kiosks, the needs of people with disabilities will be taken into consideration.





Multi-Year Accessibility Plan (Continued)

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Busch Systems International Inc. is using performance management, career development and redeployment processes.

- The Human Resources Department will handle the needs of the employee on a case by case basis

Busch Systems International Inc. will take the following steps to prevent and remove other accessibility barriers identified.

- At this point no barriers have been identified. If Barriers present we will handle them on a case by case basis.

Design of Public Spaces

Busch Systems International Inc. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Busch Systems International Inc. will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.





Information and Communications

Busch Systems International Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Busch Systems International Inc. will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Busch Systems International Inc. will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- New websites will be designed with WCAG 2.0 Level A capabilities

Busch Systems International Inc. will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Provide alternate feedback processes as needed on a case by case basis

Busch Systems International Inc. will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- New websites will be designed with WCAG 2.0 Level A capabilities

Employment

Busch Systems International Inc. is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Busch Systems International Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Requests will be handled on a case by case basis

Busch Systems International Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Requests will be handled on a case by case basis.





Feedback Process:

This policy is available in our Employee Policy Manual, on our website. Any person requesting to see this policy can do so.

We welcome all questions, concerns, comments, or feedback. Please feel free to contact us at:

Busch Systems international Inc
81 Rawson Ave
Barrie, ON L4N6E5
www.buschsystems.com
busch@buschsystems.com
Toll Free: 1-800-565-9931
Phone: 705-722-0806
Fax: 705-722-8972

All feedback can be directed to Stephanie Doupe, Office Manager. Customers can expect to hear back in 10 business days. All complaints will be addressed with Busch Systems' Senior Management.

Modifications to this or other company policies that do not respect and promote the dignity and independence of people with disabilities shall be immediately modified or removed.

This plan will be reviewed and updated (if required) annually.

