



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

POLICY STATEMENT

LCG Residential Builders Ltd. (“LCG”) is committed to ensuring that our Ontario workplace locations provide for 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 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 by meeting our accessibility requirements under accessibility laws.

WHO DOES THIS APPLY TO?

Provincially regulated employees working in Ontario. However, LCG is committed to becoming a barrier free environment and meeting the requirements of all existing legislation across Canada related to identifying, removing and preventing barriers to people with disabilities.

POLICY CONTENT

ASSISTIVE DEVICES

Provided that the use of a personal assistive device does not present a significant and unavoidable health or safety concern, people with disabilities may use their personal assistive devices when accessing our services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons prescribed by law, other measures will be used to ensure the person with a disability can access our services or facilities.

COMMUNICATION

We communicate with people with disabilities in ways that consider their disability. We will work with the person with disabilities to determine what method of communication works for them.

SERVICE ANIMALS

Service animals engaged in assisting a person with a disability are allowed on the parts of LCG premises that are open to the public and third parties.



When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform specific tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- ▶ explain why the animal is excluded;
- ▶ discuss with the person with a disability another way of providing goods, services, or facilities.

SUPPORT PERSONS

A person with a disability whom a support person accompanies will be allowed to have that person accompany them on our premises.

In certain cases, we might require a person with a disability to be accompanied by a support person for health or safety reasons of:

- ▶ the person with a disability;
- ▶ others on the premises.

Before making a decision, we will:

- ▶ consult with the person with a disability to understand their needs;
- ▶ consider health or safety reasons based on available evidence;
- ▶ determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

FEEDBACK PROCESS

LCG welcomes feedback on how we provide accessible services. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- ▶ Contacting reception at the LCG premises;
- ▶ Contacting your Human Resources Business Partner
- ▶ Submitting anonymous feedback through [Ethics Point](#).

LCG ensures the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



NOTICE OF AVAILABILITY OF DOCUMENTS

LCG will provide these documents in an accessible format or with communication support, on request. We will consult with the person requesting to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

If LCG determines that information or communications are not available in a different format, LCG will provide the requestor with:

- ▶ an explanation as to why the information or communications are not so available; and
- ▶ a summary of the information or communications.

EMPLOYMENT

LCG notifies employees, job applicants, and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We 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.

We will 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 consult with the person requesting accommodation in determining the suitability of an accessible format or communication supports specifically for:

- ▶ information that is needed to perform the employee's job; and
- ▶ information that is generally available to employees in the workplace.

Where needed, we will also 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 assisting that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- ▶ when the employee moves to a different location in the organization;
- ▶ when the employee's overall accommodation needs or plans are reviewed; and
- ▶ when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.



We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management and career development processes can be amended to accommodate employees with disabilities.

CHANGES TO EXISTING POLICIES

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.

LCG commits to reviewing this policy annually.

MORE INFORMATION

More information can be found at <https://www.ontario.ca/page/accessibility-in-ontario>.

Accessible formats of this policy are available upon request.