

Accessibility Policy

Purpose

This policy outlines our commitment to ensuring that our goods, services, and facilities are accessible to people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Prestige Design and Construction Ltd. is committed to improving accessibility and will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

Accessibility Commitment

We are dedicated to providing accessible environments for all customers and employees. Our goods, services, and facilities are designed to be accessible and welcoming to individuals with disabilities.

1. Accessibility of Goods and Services

1.1 Accessible Formats: We provide information and communications in accessible formats upon request, ensuring all customers can access our services.

1.2 Service Animals: Service animals will be permitted to enter the premises with the animal and to keep the animal with them.

1.3 Personal Assistance: We allow personal support workers to accompany individuals with disabilities while using our services.

1.4 Barrier: Prestige is committed to ensuring that all individuals have equal access to our services, programs, and facilities. Regularly assess facilities, programs, and services to identify and eliminate barriers to accessibility in accordance with the AODA.

1.5 Design of Public Spaces

1.5.1 Designated Accessible Parking Spaces

- Accessible parking spaces will be clearly marked and located as close as possible to the main entrance of the building.
- Each accessible space will be identified with appropriate signage indicating that it is reserved for individuals with disabilities.

1.5.2 Accessible Entrance Door Policy

- Our Entrance doors accommodate wheelchairs and mobility devices to allow for easy passage.

1.5.3 Operability

- **Automatic Doors:** Automatic door operators are installed to allow for hands-free access.

1.5.4 Clear Pathway: Ensure that the path leading to the entrance door is clear of obstructions and is well-lit.

2. Employee Training

2.1 Initial Training: Newly hired staff receive online training on the AODA and acknowledge that they have read the company's accessibility policy.

2.2 Ongoing Training: Inhouse in person training sessions are held annually to keep employees informed about best practices and any changes to our policies.

2.3 Policy Updates: Employees are notified of any changes to our accessibility policies through staff meetings, emails, and training refreshers.

3. Hiring Employees with Disabilities

Our recruitment processes ensure that job postings are accessible, and we encourage applications from individuals with disabilities.

During the recruitment process, Prestige notifies job applicants selected to participate in the assessment of needs to identify disabilities and to select suitable accommodations for the applicant's accessibility needs.

Prestige will notify the public and staff that reasonable accommodations will be provided during the interview process and throughout employment to support employees with disabilities. If needed, we will provide customized workplace.

Notice of successful applicants – Prestige notifies the successful applicant by choosing the right medium depending on the applicant's preference indicated during the application process.

4. Alternate Format Supports

Employees may request information in alternate formats to perform their job effectively. This includes large print, recorded audio and electronic formats.

We ensure that assistive technologies and tools are available to facilitate accessibility in the workplace.

The workplace is equipped with cutting-edge technology, such as PCs with built-in microphones for voice access and typing, text size customization for better visuals, voice narrator capabilities, speakers for audio, live captioning, and so on.

5. Information Availability

All employees will have access to our AODA Accessibility Policy and training materials. This information will be readily available through our internal communication channels.

6. Service Disruptions

In the event of a service disruption, we will notify individuals of the disruption and its anticipated duration through various channels (e.g., email, signage, website, social media).

Contact information will be provided so that customers can reach out for additional assistance.

7. Emergency Response Plan

7.1 Assessment of Needs

- **Identify Disabilities:** Understand the specific disabilities of employees (mobility, visual, hearing, cognitive, etc.).

7.2 Evacuation Procedures

- **Accessible Routes:** Ensure all evacuation routes are accessible. Identify primary and secondary routes.
- **Personalized Plans:** Develop personalized evacuation plans for employees with disabilities.
- **Safe Areas:** Designate areas where individuals can wait for assistance if they cannot evacuate immediately.

7.3 Communication Strategies

- **Multiple Formats:** Ensure emergency information is available in various formats (text, braille, large print, visual aids).
- **Sign Language Interpreters:** Provide interpreters for employees who are deaf or hard of hearing during drills and actual emergencies.
- **Alert Systems:** Utilize visual alarms (flashing lights) and vibrating alerts in addition to auditory alarms.

7.4 Assistance Procedures

- **Buddy System:** Pair employees with disabilities with colleagues who can assist them during an emergency.

7.5 Post-Emergency Support

- **Follow-Up:** After an emergency, conduct follow-up meetings to address concerns and gather feedback from employees with disabilities.

7.6 Continuous Improvement

- **Regular Reviews:** Review and update the emergency response plan regularly based on feedback and changing needs.
- **Involvement of Employees:** Involve employees with disabilities in the planning and review process to ensure their perspectives are included.

Feedback

Prestige handles feedback from a person with a disability by demonstrating empathy, transparency and commitment to accessibility. When they provide feedback, we pay close attention and consider it as an opportunity for improvement. Our goal is to find solutions and educate our employees.

We appreciate your feedback on our accessibility policies and procedures. We are committed to addressing issues and enhancing accessibility for everybody, as well as consistently upgrading our services and policies to ensure compliance with AODA and regulations.

Feedback can be provided to John Mazzaello, Vice President by email to info@prestigeottawa.com

Conclusion

Our organization is dedicated to fostering an inclusive environment where individuals with disabilities can access our goods, services, and facilities without barriers. We continually strive to enhance our accessibility measures and welcome ongoing feedback from our community.



FW: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005 CRM:0160095

From John Mazzaello <john@prestigeottawa.com>

Date Tue 2024-10-22 8:54 AM

To Ady Carreon <ady@prestigeottawa.com>

fyi

John Mazzaello

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From: AODA Compliance (MSAA) [<mailto:AODA.compliance@ontario.ca>]

Sent: October-21-24 1:20 PM

To: Prestige Design & Construction (Ottawa) Ltd. <john@prestigeottawa.com>

Subject: RE: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005 CRM:0160095

October 21, 2024

Ref #: P2 – (898819339)

John Mazzaello
Accessibility Report Certifier
Prestige Design & Construction (Ottawa) Ltd. (898819339)
50 Camelot Drive
Ottawa ON K2G 5X8
Canada

Dear John Mazzaello:

RE: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005

This letter concludes our desk audit of your organization.

Thank you for providing the information requested in our previous correspondence. We have completed our desk audit and will not be requesting any further information at this time.

We would like to thank you for helping to make Ontario accessible.

If there are any changes to your organization's contact or business information, please notify us by submitting an [organization profile update form \(OPU\)](#).

If you have any further questions or concerns regarding the [Accessibility for Ontarians with Disabilities Act, 2005](#), please contact us at:

Phone: 1-866-515-2025 / 416-849-8276

TTY: 1-888-335-6611 / 416-326-0148

Email: accessibility@ontario.ca

<https://www.ontario.ca/accessibility>

We want to hear from you. How was my service? You can provide feedback at 1-888-745-8888 or [ontario.ca/inspectionfeedback](https://www.ontario.ca/inspectionfeedback).

Sincerely,

Tamara
Senior Compliance Analyst
Ministry for Seniors and Accessibility

Available in French and in alternate format upon request
Disponible sur demande, en français et dans un format alternatif