



1217 KING ROAD, P.O. BOX 507  
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# Accessibility Plan

## Table of Contents

**1.0 Message from the CEO**

**2.0 Introduction**

**3.0 Section One: Past Achievements to Remove and Prevent Barriers**

3.1 Customer Service

3.2 Information and Communications

3.3 Employment

3.4 Procurement

3.5 Training

**4.0 Section Two: Strategies and Actions Planned for 2020 - 2025**

4.1 Customer Service

4.2 Information and Communications

4.3 Employment

4.4 Procurement

4.5 Training

**5.0 For More Information**



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## **1.0 Message from the President**

*Pollard Windows Inc.'s Multi-Year Accessibility Plan demonstrates the ongoing commitment our organization has in continuing to meet the requirements of the Ontario Regulation, Customer Service Standard and complying with the principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).*

As an employer and as a provider of products and services, we remain committed to moving forward, focusing on raising awareness and training to help remove and prevent accessibility barriers that our customers and employees may face. We continue to strive for excellent customer service for everyone and it is paramount that people of all abilities are able to enjoy and benefit from our products and services.

*Karen Pollard-Josling  
President  
Pollard Windows Inc.*

## 2.0 Introduction

This multi-year plan outlines *Pollard Windows Inc.*'s strategies to prevent and remove barriers that people with disabilities may face when interacting with *Pollard Windows Inc.* as an employee, customer, or supplier. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (AODA)* and its associated standards and regulations by fostering a safe and welcoming environment that is respectful of each person's dignity and independence.

## 3.0 Section One: Past Achievements to Remove and Prevent Barriers

*Pollard Windows Inc.* has developed and implemented an *AODA* Policy which addresses all designated requirements under the regulation. Below is a summary of the accessibility initiatives *Pollard Windows Inc.* has completed in various areas.

### 3.1 Customer Service

- Ensuring customers accompanied by a guide dog or other service animal in areas of *Pollard Windows Inc.*'s Display Centres (*areas open to public*) are accommodated
- Ensuring that customers who require the assistance of a support person in areas of *Pollard Windows Inc.*'s Display Centres are accommodated
- *Pollard Windows Inc.*'s Display Centres have been analyzed for accessibility. Aisleways and other display areas are clutter free and display wide openings.
- Ongoing Customer Feedback is solicited on the company website: <https://www.pollardwindows.com/aoda> through the *Accessibility Feedback* online form, telephone calls, or written letters. Customer feedback has not yet been collected by any channels offered.
- Future Accessibility Plan review may include solicitation for input from persons with Disabilities.

### 3.2 Information and Communications

- *Pollard Windows Inc.* information (*product brochures, product specifications, company information*) is available in digital format on the company website: <https://www.pollardwindows.com/>. Digital formatting allows visitors to use downloadable, third-party applications to navigate and access the information in accessible formats.
- Upon request, *Pollard Windows Inc.* will provide accessible formats and communication supports to individuals with disabilities.
- Where a communication support or accessible format cannot be provided immediately, *Pollard Windows Inc.* will consult with the customer to arrange for a suitable format as soon as possible without undue hardship to the company.
- Display Centre signage was analyzed for readability (*large font, clear fonts*) and updated where necessary.

### 3.3 Employment

- *Pollard Windows Inc.* has remained committed to fair and accessible employment practices that attract and retain employees with disabilities.
- During the recruitment process, *Pollard Windows Inc.* accepts resumes through various channels, including, but not limited to in-person drop-ins, online applications through various recruitment websites and email correspondence.
- Applicants through the online postings are notified of Pollard Windows Inc.'s commitment to the AODA, and outlines ways in which accommodation may be offered.
- During the recruitment process, notify applicants that accommodations are available upon request; materials and/or processes are offered at *Pollard Windows Inc.*
- Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs without undue hardship to the company.
- Notify successful applicants of the company's policies for accommodating employees with disabilities.

### 3.4 Procurement

- *Pollard Windows Inc.* is committed to incorporating accessibility criteria and/or features when procuring or acquiring goods and/or services, except where it is not practicable to do so.

### 3.5 Training

- Training has been provided to all *Pollard Windows Inc.* staff, including those who are involved in the development and approval of customer service policies, practices, and procedures, to communicate and provide the best possible customer service to all customers, including persons with disabilities. Training is in accordance with *Integrated Accessibility Standards* and the *Human Rights Code* as it pertains to persons with disabilities.
- *Pollard Windows Inc.* maintains a written record of all trained staff.
- Training is conducted with all new staff during new hire orientation on the IAS, HRC, and Customer Service Standard pertaining to the AODA.

## 4.0 Section Two: Strategies and Actions

### 4.1 Customer Service

*Pollard Windows Inc.* is committed to providing accessible customer service to people with disabilities. As a company, we provide goods and/or services to people with disabilities with the same high quality and timeliness as others.

### 4.2 Information and Communications

*Pollard Windows Inc.* is committed to making our information and communications accessible to people with disabilities.

ACTION	TARGET COMPLETION DATE
<i>Marketing Department</i> will consider screen reading ability for updates to <a href="https://www.pollardwindows.com/">https://www.pollardwindows.com/</a>	Ongoing
<i>Marketing</i> will ensure updated Display Centre and head office signage is in an easy to read format ( <i>large fonts, clear fonts</i> ).	Ongoing
<i>Marketing</i> will consider readability when preparing online and print advertisements.	Ongoing
<i>Marketing</i> will gather information regarding feasibility and cost on implementing Alt Tags on website images.	Ongoing
Based on information gathered, <i>Marketing</i> will consider using Alt Tags on updated website pictures to assist those with vision loss.	Ongoing
<i>Marketing</i> will post on social media channels regarding Alt Tags added to website images.	Ongoing
<i>Marketing</i> will establish a list of sign language interpreters who may be available to a customer upon request.	Ongoing
<i>IT Department</i> will review font size and style on organization's email software to ensure default size is 12 point and sans-serif typeface.	Ongoing, with each software update.



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#### 4.3 Employment

*Pollard Windows Inc.* is committed to providing fair and accessible employment practices.

ACTION	TARGET COMPLETION DATE
<i>Human Resources (HR) Department</i> will distribute anonymous surveys to staff soliciting feedback on barriers they have encountered.	Ongoing
<i>HR</i> will review survey feedback, implement policies and/or take action to prevent or remove identified barriers, where possible.	Ongoing
<i>HR</i> will review current hiring processes to identify and remove barriers such as options for accessible interview locations.	Ongoing
<i>HR</i> will create and implement individualized plans, used to assist employees with disabilities during an emergency. Consent will be obtained from staff with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the individual in situations where the plan requires the assistance of a colleague.	Ongoing, based on employee needs
<i>HR</i> will examine emergency information and communication of such information to ensure it is formatted in such a way ( <i>font size, font type, use of symbols</i> ) that individual employees with disabilities can understand its contents/direction.	Ongoing

#### 4.4 Procurement

*Pollard Windows Inc.* is committed to accessible procurement processes.

ACTION	TARGET COMPLETION DATE
<i>Purchasing and Procurement Manager</i> will review procurement policies to identify and incorporate accessibility features when procuring or acquiring goods and services, except where not practicable to do so	Ongoing

#### 4.5 Training

*Pollard Windows Inc.* is committed to providing its staff with training, focusing on the requirements of Ontario’s accessibility laws and the *Ontario Human Rights Code* as it applies to people with disabilities. Training is provided to all staff upon hire, on the AODA IAS and Customer Service Standard.

ACTION	TARGET COMPLETION DATE
<i>HR</i> will provide ongoing training to all front-line employees by means of online, in-person and/or self-directed materials on accessibility standards as it relates to serving people with disabilities	Ongoing
<i>HR</i> will continue to keep a record of all staff members who have completed training	Ongoing

#### 5.0 For More Information

Questions or concerns regarding *Pollard Windows Inc.’s AODA Policy and Multi-Year Accessibility Plan* are advised to either submit the company’s *Accessibility Feedback* online form found on the company’s website, or contact the *Human Resources (HR) Department*.

*Pollard Windows Inc.* encourages those interested in providing feedback to do so by any of the following means:

- By telephone at 1-800-263-6616 ask to be directed to the *Human Resources Department*
- In writing to *Pollard Windows Inc., 1217 King Road, P.O. Box 507, Burlington, ON, L7R 3Y3*
- Online via our *Accessibility Feedback* form, found on the company website: [here](#)