



## **Multi Year Plan**

**2022 - 2027**

### **Statement of Commitment**

Duncor Enterprises 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 accessibility needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and IASR.

We will work to promote a culture of respect and acceptance for accessibility within Ontario.

### **Introduction**

Duncor Enterprises Inc. is a family owned and operated road maintenance and construction company committed to customer service excellence. We strive to ensure our workplace is healthy, inclusive and compliant by delivering our services in a way that reflects our values of:

- Always be **Kind**
- Always be **Helpful**
- Always be **Compassionate**
- Always be **Trustworthy**

Duncor Enterprises Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.



Duncor Enterprises Inc. is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act*, (AODA) and the *Integrated Accessibility Standard Regulation*, IASR.

Under AODA and the AISR we are required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines our strategy to identify, prevent and remove accessibility barriers and meet our requirements under the IASR.

In accordance with the requirements of the IASR, we will:

- Post the multi-year accessibility plan on our website ([www.duncor.ca](http://www.duncor.ca))
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan once every 5 years
- Review and update the accessibility plan in consultation with persons with disabilities
- Prepare an annual status report and post it on our website

## **Multi-Year Accessibility Plan 2022 – 2027**

### **Accessibility Policy**

Duncor Enterprises Inc. is committed to maintaining an AODA Policy. The policy includes an organizational statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner.

### **Actions Taken:**

- The AODA Policy was developed and approved
- The AODA Policy is reviewed annually, it is posted in our workplace as well as in our Health and Safety Program Manual



- The AODA policy will be made available in an accessible format to customers requesting a copy of the policy

### **Actions Planned:**

- We will continue to review the AODA policy annually or whenever Duncor practises and/or procedures change to ensure it is up to date and all AODA requirements are integrated
- We will continue to make the AODA policy available in an accessible format to customers requesting a copy of the policy

### **Multi-year Accessibility Plan**

Duncor Enterprises Inc. is committed to developing and implementing a multi-year accessibility plan to meet the requirements of the AODA.

### **Actions Taken:**

- Duncor is developing it's muti-year for submission, the plan will span the time period of 2022-2207
- Subscribe to AODA Newsletter for updates

### **Actions Planned:**

- Post multi-year plan to our Duncor.ca website
- Provide the plan in an accessible format upon request
- Prepare annual status updates on what has been done to achieve accessibility compliance
- Review and update the multi-year accessibility plan at least every 5 years based on changing accessibility requirements and feedback from internal and external stakeholders
- Incorporate accessibility review as part of our Joint Health and Safety Program



## **Customer Service**

Duncor Enterprises Inc. is committed to serving our customers with the utmost respect and dignity. We strive to ensure our workplace is healthy, inclusive and compliant by working to provide accommodations as requested.

### **Actions Taken:**

- Our Policy and Plan is posted on our Duncor.ca website
- Alternative format of communication is provided upon request

### **Actions Planned:**

- We will continue to make communication accommodations available upon request
- We will review our policy and ability to accommodate on a case-by-case basis to ensure a positive and dignified experience for those with disabilities
- We will consult with person(s) with disabilities to ensure we meeting accommodation needs and AODA compliancy

## **Employment**

Duncor Enterprises Inc. is committed to fair and accessible employment practices.

### **Actions Taken:**

- Post on our website that accommodations will be made available to those that request it.
- Review and monitor whether hiring managers tell prospective employees that accommodations are available throughout the interview process.

### **Actions Planned:**

- Work to identify those staff that require an individual accommodation plan and involve them in the development of said plan which outlines the accommodations we will provide.
- Provide plans for accessible formats
- Review an employee's accommodation plan to understand their needs and determine whether it needs adjusting to improve their performance on the job.

- Keep all individual accommodation plans confidential

### **Procurement of goods, services or facilities**

When procuring or acquiring good or services of facilities, we will incorporate accessibility criteria and features. Where we determine that it is not possible to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, we will provide a written explanation upon request.

#### **Actions taken:**

- When procuring goods and services accessibility criteria are included
- Accessibility design, criteria and features are incorporated into the procurement or design of any space owned or leased by Duncor Enterprises inc.

#### **Actions planned:**

- Educate employees to consider, and where required, incorporate accessibility criteria when procuring goods, services or facilities
- Use the project screening tool and information that is posted on the Ontario Government – Accessibility Rules for Procurement – How to buy or acquire goods, services or facilities that are accessible to people with disabilities to incorporate accessibility considerations during the procurement process
- If we can not secure or use an accessible product, service or facility, we must be prepared to:
  - Explain why
  - Provide our explanation in an accessible format or with communication supports, when requested.

### **Training**

Duncor Enterprises 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.

**Action Taken:** All Duncor Enterprises Inc. employees and managers have AODA training annually to include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Duncor Enterprises Inc's goods and services
- The requirements of AODA, the IASR, and the Ontario Human Rights Code as it relates to persons with disabilities.
- All training will be by means of online, in-person and self-directed materials

**Actions Planned:**

- Continue to review our training practices
- Train every employee as soon as practical after being hired and provide training in respect of any changes to the policies
- Maintain records of the training required including the dates on which the training was provided and the number of individuals to whom it was provided

**Information & Communication**

Duncor Enterprises Inc. is committed to meeting the communication needs of people with disabilities.

**Action taken:**

- Encourage feedback about our accessibility, including customer service, website, and employment practices.
- Offer information and communications in accessible format when requested



- Feedback can be submitted using our ‘Send Message’ form, which is available on our website [duncor.ca/contact-us/](https://duncor.ca/contact-us/). Feedback may also be made in writing, by telephone, fax, or email to:

Duncor Enterprises Inc.  
101 Big Bay Point Rd. Barrie Ontario L4N 8M5  
Tel: 705 730-1999, Fax 705 730-7977  
Email: [info@duncor.ca](mailto:info@duncor.ca)

### **Action Planned:**

- Consult with persons with disabilities to discover where barriers exist and work to eliminate those barriers
- Continue to offer information in an accessible format when requested and review progress and success of removing barriers
- A manager or delegate will review customer feedback, investigate the situation, attempt to resolve the barrier and respond to the feedback within 2 business days.
- Post on our website that we can provide information and communications in a manner that accommodates a person’s disability in a timely manner
- A manager or delegate will review the customer feedback, investigate the situation, try to resolve it and provide a response within 2 business days of receiving the information.

### **Accessible Website and Web Content**

Duncor is committed to meeting compliance with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level A and AA in accordance with the IASR

### **Actions taken:**

- Launched new website March 29, 2022. Worked with web developer to increase accessibility to content throughout the website
- Posted Accessibility Plan and Accessibility Statement

### **Actions Planned:**

- Ensure any future digital services are designed for accessibility, striving for all users to have equal access to information and functionality
- Work with our web developers to ensure all content conforms with accessibility criteria
- If despite our best efforts, any aspect of the Duncor website, does not meet WCAG 2.0 A/AA standards we will follow these best practices:
  - Provide a solution for any issues that can be fixed
  - Develop a remediation plan for any remaining issues that cannot be fixed and document the issues with clear timelines
  - Ensure processes are in place for receiving and responding to feedback
  - Explain to anyone requesting information or communication why it cannot conform to WCAG 2.0 A/AA
  - Conduct regular reviews (annually) of existing and new technologies that would help remediate the website, application or content that cannot conform to WCAG 2.0 A/AA

### **Design of Public Spaces**

Duncor Enterprises Inc. will meet accessibility laws when building or making major changes to public spaces.

#### **Action taken:**

- Improved accessibility of public and employee spaces as requested
- Upon request, accommodate persons with disabilities in the manner best suited to the individual

#### **Action planned:**

- Review availability of accessible parking and exterior pathways to ensure ease of travel
- Work to improve accessibility in public spaces within our workplace
- Review annually improvements to accessibility in public spaces





## **Reviewing our Plan**

- We will prepare annual accessibility status reports to determine progress with meeting our goals and commitments to legislative requirements.
- We will review and evaluate any feedback we receive throughout the year related to accessibility. This feedback information may be used to improve items of accessibility in our multi-year plan.

## **Feedback is welcome**

Duncor Enterprises Inc. welcomes your inquiries and feedback about accessibility and our efforts at meeting the AODR and IASR.

Please contact us:

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101 Big Bay Point Rd. Barrie Ontario L4N 8M5  
Tel: 705 730-1999, Fax 705 730-7977  
Email: [info@duncor.ca](mailto:info@duncor.ca)  
[On our website 'duncor.ca/contact-us](http://duncor.ca/contact-us)