

## MULTI-YEAR ACCESSIBILITY PLAN

Centennial Construction & Contracting (Niagara) Inc. is committed to meeting our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the policies and procedures that will be put in place to improve opportunities for people with disabilities. Our plan will be reviewed and updated once every 5 years.

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### **Customer Service Standard & Achievements Status – Complete/Ongoing**

Centennial Construction & Contracting (Niagara) Inc. is committed to excellence in serving all customers including people with disabilities. We will meet our accessibility requirement under the Accessibility for Ontarians Disabilities Act, and we will do so by removing and preventing any barriers to accessibility. We have implemented an accessible customer service policy and an integrated accessibility standards policy. We will continue to review our practices to ensure compliance with the Accessibility for Ontario Disabilities Act, 2005.

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### **Our Policies**

- Allow assistive devices in the workplace
  - Consider a person's disability when communicating with them
  - Allow service animals
  - Welcome support persons
  - Invite customer feedback
  - Notify customers if there is a disruption to our facilities or services
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### **Information & Communications – Complete/Ongoing**

Centennial Construction & Contracting (Niagara) Inc. is committed to meeting the communication needs of people with disabilities. Feedback can be given through a variety of methods of communication. For example, in person, our "contact us" section of our website, by mail, or by telephone. We can ensure that our process for feedback is available in a manner that accommodates people with disabilities.

Our website and web content are accessible.

In addition, we welcome any concerns or feedback to ensure that there are no barriers in providing services or access to our facilities to people with disabilities.

Various methods of communication supports are available upon request, and we will provide or arrange a suitable format if needed in a timely manner if the information requested is convertible.

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### **Employment – Complete/Ongoing**

Centennial Construction & Contracting (Niagara) Inc. is committed to accessible employment practices. We will accommodate people with disabilities during the recruitment and selection process. We will consult with the applicants to ensure that a suitable accommodation is available.

We provide a return-to-work process that allows an employee to return to work if they have been absent due to a disability. We will accommodate the employee and take the steps necessary based on their physician's written direction to find a suitable accommodation plan to facilitate their return to work.

If Centennial Construction & Contracting (Niagara) Inc. becomes aware of a worker that has a disability for which an accommodation may be required, we will provide an individualized emergency response plan that will be tailored to the individual's needs as soon as practicable.

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### **Training – Complete/Ongoing**

Centennial Construction & Contracting (Niagara) Inc. is committed to training employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. We will ensure that training is provided on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and in the Human Rights Code as it pertains to persons with disabilities. We will keep records of the training and the dates on which the training takes place.

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### **Design of Public Spaces – Ongoing**

Centennial Construction & Contracting (Niagara) will meet the accessibility standards for the design of public spaces when building or making major modifications to public spaces.

Public spaces include:

- Outdoor paths of travel – like sidewalks and ramps
- Accessible parking
- Service and waiting room areas

We will also comply with the provisions of Ontario's Building Code when undertaking construction of new premises or renovations to existing premises.

In the event of a service disruption, we will notify the public of the disruption and provide an alternative if available.

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### **Feedback/Questions**

Centennial Construction & Contracting (Niagara) Inc. welcomes any comments, suggestions, or questions that our employees or the general public may have regarding our accessibility policies and plans.

Please contact our office:

- By phone 905-708-0123
- By email at [customer@centennialconstruction.ca](mailto:customer@centennialconstruction.ca)
- In person at our office: 353 Townline Rd, Niagara-on-the Lake, ON
- By visiting our website: [www.centennialconstruction.ca](http://www.centennialconstruction.ca)