

ON SIDE RESTORATION®

Performance demonstrated.
Every day.

AODA Accessibility Policy

We observe and uphold a Commitment to Accessibility

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Customer Service Policy

Our Commitment

On Side Restoration Services is committed to providing a barrier-free environment for all stakeholders including our employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. This commitment extends to clients, families, and volunteers with visible or non-visible disabilities. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

On Side Restoration Services understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, On Side Restoration Services is committed to working with the necessary parties to make accessibility for all a reality.

Accessible Emergency Information

Where On Side Restoration prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request. On Side Restoration will provide employees with disabilities with individualized emergency response information when necessary.

Definitions

Assistive device: is any device that helps a person with a disability do everyday tasks and activities. Assistive devices include digital audio players, hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech-generating devices.

AODA: Accessibility for Ontarians with Disabilities Act

Barrier: is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This may include architectural or physical barriers, an information or communications barrier, making it difficult for people to receive or send information, an attitudinal barrier, a technological barrier, a policy, or a practice.

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, congenital disability (birth defects) or illness,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service animal: is any animal being used by a person for reasons relating to his or her disability, and it is readily apparent or is supported by a letter from a physician or nurse.

Guide Dog: is a service animal that has been highly-trained to provide mobility, safety and increased independence for people who are visually impaired or blind.

Support person: means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Customer: is any person who uses the services On Side Restoration.

Redeployment: means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Multi-Year Accessibility Plan

On Side Restoration will establish, implement, maintain and document a Multi-Year Accessibility Plan to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with AODA. The Multi-year Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the On Side Restoration website. Upon request, a copy of the Multi-Year Accessibility Plan, in an accessible format, will be made available.

Training

On Side Restoration will provide training on AODA, any regulations under it, and the Ontario Human Rights Code as they relate to persons with disabilities, to employees, all persons who participate in developing and approval of the organization's policies and all other persons who provide goods, services or facilities on behalf of On Side Restoration. Training will include the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- Compliance Requirements
- Information and Communication Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces Standards
- Customer Service Standards

Use of Assisted Devices

Use of service animals and support persons

On Side Restoration welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public except where excluded by law. We will ensure that all staff are adequately trained on how to interact with people with disabilities who are accompanied by a service animal.

Similarly, On Side Restoration is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. On Side will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information.

A *Service Animal* is an animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur at On Side Restoration offices or worksites due to reasons that may or may not be within the control or knowledge of On Side Restoration. In the event of any temporary disruptions to services or facilities that Clients or Guests with disabilities rely on to access or use, On Side Restoration's services, reasonable efforts will be made to provide notice. In some cases, such as unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- A description of any alternative options or services
- Services that are disrupted or unavailable
- Anticipated or forecasted duration
- Reason for the disruption

When disruptions occur at any offices or worksites, On Side Restoration will provide notice by:

- Verbally notifying Guests or Clients when they are making a claim or appointment
- Posting notices in conspicuous places including at the point of disruption, at the main entrances, and the nearest accessible entrance to the service disruption and/or on the company website
- By any method that may be reasonable under the circumstances
- Contacting Guests or Clients with appointments

Employment Policy

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy is intended to address and meet the following requirements:

- Recruitment - Selection and Assessment
- Redeployment
- Return to Work
- Career Development - Performance Management and Advancement
- Communication Supports and Accessible Formats for Employees
- Documented Individual Accommodation Plans
- Workplace Emergency Response Information
- Review

Recruitment - Selection and Assessment

On Side Restoration will include on all public and internal job postings that accommodation may be available for job applicants who have disabilities. Upon request, for the interview process and for other candidate selection methods, applicants will be informed that these accommodations are available. Where an accommodation is requested, On Side Restoration will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of On Side Restoration's policies and supports for accommodating people with disabilities.

If a selected applicant requests an accommodation, On Side Restoration, will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Redeployment

The accessibility needs of employees with disabilities will be taken into account, including individual accommodation plans, in the event of the redeployment of employees.

Return to Work

On Side Restoration will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work. The return to work process will outline the steps On Side Restoration will take to facilitate the employee's return to work and shall use documented individual accommodation plans.

Career Development - Performance Management and Advancement

On Side Restoration will take into account the accessibility needs of employees with disabilities when offering career development or advancement opportunities or implementing performance management processes. Individual accommodation plans will be consulted, as required.

Communication Supports and Accessible Formats for Employees

On Side Restoration will make our employees are aware of our policies for employees with disabilities and any changes and updates to these policies as they occur. Upon an employee's request, On Side Restoration will provide or arrange for the provision of accessible formats and communication supports for the following:

- General Information that is available to all employees in the workplace (hardcopy or digital).
- Information needed in order to perform his/her job.

In determining the suitability of an accessible format or communication support, On Side Restoration will consult with the employee making the request and determine the best way to provide the accessible format or communication support.

Documented Individual Accommodation Plans

On Side Restoration will develop accommodation plans for employees with disabilities. The following elements will be included in the development of an individual accommodation plan:

- The employee will be consulted in the development of the plan, including how the employee will be assessed in the plan.
- The employee may request an evaluation by an outside medical expert at the cost to the company to determine how the accommodation can be achieved.
- All personal information about the employee will be kept strictly confidential for security purposes
- The plan will include the duration and frequency that it will be reviewed and updated.
- The plan will be provided in a format that meets the accessibility needs of the employee.

Emergency Response Plan

Where required, On Side Restoration will create individual workplace emergency response information and plans for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature and environment of the workplace, and will be created in consultation with the employee. This information will be reviewed when:

- The employee moves to a different physical location within the organization.
- The employee's accommodation needs or plans are reviewed.
- On Side Restoration reviews general emergency response policies and individual emergency response plans.

Review

This policy will be reviewed regularly to ensure that it meets all current practices as well as legislative requirements.

Feedback process

The ultimate goal of On Side Restoration is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way On Side Restoration provides services to people with disabilities can be made by letter, e-mail or verbally. All feedback will be directed to Customers and can expect to hear back within 5 business days.

On Side Restoration will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Feedback can be sent via mail to:

ATTN: Human Resources Department
3157 Grandview Hwy
Vancouver, BC V5M 2e9
Canada

Email: HR@onside.ca

Accessibility for Ontarians with Disabilities Act (AODA) Client Feedback Form

Date:	Time:	Location:
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Where you Satisfied with the client services On Side Restoration provided to you?

- Yes Somewhat No

Comments (optional):

Did you experience any problems accessing On Side Restoration's services?

- Yes Somewhat No

Comments (optional):

Was On Side Restoration's client services provided to you in an accessible manner?

- Yes Somewhat No

Comments (optional):

Would you like a representative from On Side Restoration Services to contact you?

- Yes No

Contact Information (optional):

Name:

Preferred method of contact: Phone Email Mail

Phone: Phone:

Mailing Address: City:

Provence: Country: Postal Code:

Our Commitment

On Side Restoration Services is committed to providing a barrier-free environment for all stakeholders including our employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. This commitment extends to clients, families, and volunteers with visible or non-visible disabilities. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005), [O. Reg. 413/12, s. 6](#) and its associated standards and regulations.

On Side Restoration Services understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner. Providing an accessible and barrier-free environment is a shared effort, and as an organization, On Side Restoration Services is committed to working with the necessary parties to make accessibility for all a reality.

Accessibility Plan

The Multi-Year Accessibility Plan has been established and implemented, which outlines the On Side Restoration's strategy to prevent and remove barriers and meet its requirements under the Regulation.

General Requirements				
Requirement	Description	Action	Compliance Date	Status
Establishment of Accessibility Policies	<ul style="list-style-type: none"> Develop, implement, and maintain policies on how On Side Restoration will achieve accessibility. Include a statement of organizational commitment to achieve accessibility. Make the documents publicly available and provide them in an accessible format upon request. 	<ul style="list-style-type: none"> Develop an accessibility plan and communicated to all employees Include a statement on the Company website that our accessibility policies are available upon request and provided in an accessible format if required. Make policies available at all Ontario offices and on the company website and internal intranet webpage 	January 1, 2014	Complete

General Requirements				
Requirement	Description	Action	Compliance Date	Status
Establish, implement and maintain a multi-year accessibility plan and post it on Company website	<ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan outlining On Side Restoration's action plan to prevent and remove barriers and meet the requirements of the Regulation. Post the accessibility plan on the company website and internal intranet page and provide the plan in an accessible format upon request. Review and update the plan at least once every five years. 	<ul style="list-style-type: none"> Develop Action plan Document what has been completed to date. Develop a plan to review and update annually Post plan on website and internal intranet page in an accessible format and have the ability to provide plan upon request in an accessible format 	January 1, 2014	Complete
Training	<ul style="list-style-type: none"> Ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities Keep records of the dates and attendees when the training was provided. 	<ul style="list-style-type: none"> Develop and implement training to all employee of On Side Restoration in Ontario locations including all persons who participate in developing the organization's policies 	January 1, 2015	Complete
Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Recruitment, assessment and selection processes	<ul style="list-style-type: none"> Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. Consult applicants and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability if an applicant requests an accommodation. Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment processes. 	<ul style="list-style-type: none"> Include a statement on our job postings (internal and external) regarding the availability of accommodation during the hiring process. Review hiring procedures to ensure applicants are advised during the interview process that accommodations are provided up request. Provide suitable accommodations upon request throughout all stages of job application process. 	January 1, 2016	Complete

Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Recruitment – notification to applicants	<ul style="list-style-type: none"> Notify the public and Employees about the availability of accommodation for applicants with disabilities during the recruitment processes (internal and external). 	<ul style="list-style-type: none"> Add a statement on all job postings internal and externally of the availability of accommodation during the recruitment process. 	January 1, 2016	Complete
Recruitment – notification to successful applicants	<ul style="list-style-type: none"> Upon offers of employment, notify successful applicants of On Side’s policies for accommodating employees with disabilities. 	<ul style="list-style-type: none"> Add a statement to the New Hiring package and offer of employment letter. 	January 1, 2016	Complete
Informing employees of supports	<ul style="list-style-type: none"> Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability 	<ul style="list-style-type: none"> Add information on Supports to new worker orientation package. Inform all current workers of revision to policies and new process in hiring. 	January 1, 2016	Complete
Accessible formats and communication supports for employees	<ul style="list-style-type: none"> Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, the information needed to perform the employee’s job; and the information that is generally available to employees in the workplace. 	<ul style="list-style-type: none"> Inform employees that accessible formats and communication supports will be provided upon request 	January 1, 2016	Complete
Workplace Emergency response information	<ul style="list-style-type: none"> Every employer shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability. If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. 	<ul style="list-style-type: none"> Review current “Workplace Emergency Response” and update the plan as necessary to meet AODA requirement. Include procedures in new hire orientation package. 	January 1, 2012	Complete

Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Workplace Emergency response information (continued)	<ul style="list-style-type: none"> Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. Every employer shall review the individualized workplace emergency response information, <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	<ul style="list-style-type: none"> Develop an accessibility plan and communicated to all employees Include a statement on the Company website that our accessibility policies are available upon request and provided in an accessible format if required. Make policies available at all Ontario offices and on the company website and internal intranet webpage 	January 1, 2014	Complete
Documented individual accommodation plans	<ul style="list-style-type: none"> Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process for the development of documented individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. 	<ul style="list-style-type: none"> Review existing accommodation process and revise as necessary to meet the AODA requirements. Update procedures and consider tools guide process and create consistency. 	January 1, 2016	Complete

Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Documented individual accommodation plans (continued)	<p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> Review existing accommodation process and revise as necessary to meet the AODA requirements. Update procedures and consider tools guide process and create consistency. 	January 1, 2016	Complete

Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Return to work process	<ul style="list-style-type: none"> Every employer, other than an employer that is a small organization, <ul style="list-style-type: none"> (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process. <p>The return to work process shall,</p> <ul style="list-style-type: none"> (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process. <ul style="list-style-type: none"> The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute 	<ul style="list-style-type: none"> Review current return to work process and incorporate AODA requirements. 	January 1, 2016	Complete
Performance management	<ul style="list-style-type: none"> An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management process in respect of employees with disabilities. 	<ul style="list-style-type: none"> Review current performance management program and modify to meet AODA requirements. NOTE: In this section, “performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success. 	January 1, 2016	Complete

Employment Requirements				
Requirement	Description	Action	Compliance Date	Status
Career development and advancement	<ul style="list-style-type: none"> An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities. <p>(2) In this section,</p> <p>“career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>	<ul style="list-style-type: none"> Review career development and advancement policies and procedures and revise as necessary to incorporate AODA requirements 	January 1, 2016	Complete
Redeployment	<ul style="list-style-type: none"> An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities. <p>In this section,</p> <p>“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	<ul style="list-style-type: none"> Review current redeployment / transfer policies and update as necessary to meet AODA requirements. 	January 1, 2016	Complete

Information and Communications Standard				
Requirement	Description	Action	Compliance Date	Status
Website Requirements	<ul style="list-style-type: none"> ensure that new Internet websites and web content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A 	<ul style="list-style-type: none"> Have the IT department check website for compatibility to Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A guidelines. 	January 1, 2014	Complete
Feedback process	<ul style="list-style-type: none"> Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. Nothing in this section detracts from the obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act. Every obligated organization shall notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> Make available at all Ontario offices Review current feedback process and identify areas for increasing accessibility. Create a statement for our website that accessible formats and communication supports are provided upon request when receiving and responding to feedback. 	January 1, 2015	Complete
Accessible formats and communication supports	<ul style="list-style-type: none"> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, <ul style="list-style-type: none"> (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. 	<ul style="list-style-type: none"> Create policies and procedures that includes a procedure for providing accessible formats and communication supports. Inform employees that accessible formats and communication supports must be provided when a request is made. 	January 1, 2016	Complete

Information and Communications Standard				
Requirement	Description	Action	Compliance Date	Status
Accessible formats and communication supports (continued)	<ul style="list-style-type: none"> The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> Create policies and procedures that includes a procedure for providing accessible formats and communication supports. Inform employees that accessible formats and communication supports must be provided when a request is made. 	January 1, 2016	Complete
Design of Public Spaces Standard (Accessibility Standards for the Built Environment)				
Requirement	Description	Action	Compliance Date	Status
Exterior Paths of Travel	<ul style="list-style-type: none"> Ensure that newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. Ensure that any newly constructed and redeveloped exterior paths, ramps, stairs, curb ramps, depressed curbs, of travel, meet section 20.23 through 80.27 of the AODA Regulation. 	<ul style="list-style-type: none"> Ensure that any newly constructed offices and facilities, including exterior paths, ramps, stairs, curb ramps, depressed curbs, of travel, meet section 20.23 through 80.27 of the 581 of the Revised Regulations of Ontario, 1990. 	January 1, 2017	Complete
Accessible Parking	<ul style="list-style-type: none"> Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 	<ul style="list-style-type: none"> Ensure that all Ontario offices have adequate parking permit signs and parking stalls that meet Regulation 581 of the Revised Regulations of Ontario, 1990. 	January 1, 2017	Complete

Design of Public Spaces Standard (Accessibility Standards for the Built Environment)				
Requirement	Description	Action	Compliance Date	Status
Accessible Parking	<ul style="list-style-type: none"> Ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6 	<ul style="list-style-type: none"> Review sections 80.32 through 80.39 of Regulation 413/12, s. 6 and measure compliance at all Ontario offices 	January 1, 2017	Complete

Revised: July 15, 2019