



## **Multi-Year Accessibility Plan and Policies for The Solar Group Inc.**

### **Accessibility for Ontarians with Disabilities Act (AODA)**

This 2019-2021 multi-year accessibility plan describes the policies and activities The Solar Group Inc. (“Solar”) will put in place to improve opportunities for individuals with disabilities.

At Solar, we are committed to providing a respectful, welcoming, and accessible environment for customers and staff alike. We strive to operate in a way that respects the dignity and independence of individuals with disabilities. We are committed to assisting individuals with disabilities by identifying, removing and preventing barriers to accessibility and meeting accessibility requirements under the ***Accessibility for Ontarians with Disabilities Act (AODA)***.

#### **Accessible Customer Service Policy**

Solar has implemented an **Accessible Customer Service Policy** to ensure that our customers with disabilities are treated with dignity and respect and have the same opportunity to access and benefit from our facilities and services as other customers.

#### **Accessible Emergency Response Information**

Solar will provide its customers with publicly available emergency information in an accessible way upon request. The Solar Group Inc. will also provide employees with disabilities the opportunity to prepare individualized emergency response information plans when necessary to assist them in the event of an emergency.

#### **Training**

Solar provides training to staff on accessible customer service. The Solar Group Inc. is also committed to providing training to staff on Ontario’s accessibility laws and human rights laws as they relate to individuals with disabilities. Training will be provided in a way that best suits our staff’s job duties and responsibilities.

#### **Kiosks**

Solar does not currently utilize self-service kiosks. If we do so at some future time, we will consider the needs of individuals with disabilities when procuring or acquiring such kiosks.

Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her 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.

#### **Information and Communications**

Solar is committed to meeting the communication needs of individuals with disabilities. To that end, Solar is currently in the process of updating its websites and content on those sites.

Solar is committed to ensuring that existing feedback processes are accessible to people with disabilities upon request. The Solar Group Inc. will continue to periodically review its processes for receiving and



responding to feedback from customers and employees, consider accessibility requirements when creating new forms of communication, and make appropriate changes and accommodations where required or requested.

Solar is committed to ensuring that publicly available information about its services is made accessible upon request. The Solar Group Inc. will continue to periodically review the information it provides to the public, consider accessibility requirements when creating new forms of publicly available information, and make appropriate changes and accommodations where required or requested.

### **Employment**

Solar is committed to fair and accessible employment practices. Solar will accommodate individuals with disabilities during the recruitment and hiring processes and during employment. Solar will review its recruitment and hiring policies, processes and communications and will modify them as required to reflect required accessibility standards.

Solar will continue to develop or revise as required individual accommodation plans and return-to-work plans for employees that have been absent due to a disability. Solar will review performance management and career development processes and modify them as required to ensure the accessibility needs of employees with disabilities are taken into account.

Solar will continue to identify and take steps to prevent and remove other accessibility barriers impacting employment.

### **Public Spaces.**

Solar will provide notice when there is a disruption to facilities or services that are usually used by individuals with disabilities. The notice will include information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available. This notice will be posted in a conspicuous area at or near the disrupted facility or service and/or on our website.

### **For More Information & Feedback**

We welcome any feedback on our facilities and services from individuals with disabilities. To provide feedback comments or to inquire about more information on this accessibility plan, contact Solar in any of the following ways:

By telephone: **416-269-2288**

By facsimile: **416-269-1600**

By e-mail: **[brett.sequeira@solarwindowcleaning.com](mailto:brett.sequeira@solarwindowcleaning.com)**



By regular mail:

**The Solar Group Inc**

**2481 Kingston Road #203  
Scarborough ON M1N1V4**

Attention: **Brett Sequeira**

We will consider your comments carefully. Where appropriate, The Solar Group Inc. will respond directly within a reasonable period of time.

Note: Copies of documents required under the ***Accessibility for Ontarians with Disabilities Act, 2005*** are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.