

Multi-Year Accessibility Plan

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LIUNA Local 183 (“the Union”) is committed to meeting the needs of its members, employees, and visitors with disabilities and is working to remove and prevent barriers to accessibility, in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and other applicable legislation.

This multi-year accessibility plan (“Plan”) outlines the steps the Union has taken and is taking to improve meet those requirements and improve accessibility for people with disabilities.

The Plan is reviewed and updated at least once every 5 years. The next review will take place prior to **December 2029**.

Statement of Commitment

The Union is committed to providing an equal opportunity to all of our members, or other members of the public, seeking to access the Union’s goods and services, including Union representation and collective bargaining rights. We are committed to treating all people in a way that allows them to maintain their dignity and independence. This includes creating and fostering inclusive and positive attitudes that are considerate and accommodating to all individuals, including persons with disabilities. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

In 2021 the LIUNA OPDC adopted the Labourers for Equity and Diversity (“LEAD”) Charter and recommended its implementation throughout Ontario. Local 183 is proud to have been the very first LIUNA local union to adopt the LEAD Charter, and we are actively pushing its implementation with other local unions. We have undertaken to incorporate the LEAD Charter into our members’ newsletters, onto our clothes and merchandise, and inside of the front page of our construction collective agreements. We’ve also implemented mandatory training in equity, diversity and inclusion for all of our staff, and for apprentices at our training center.

The Union is fully committed to ensuring equality for all persons, including those with disabilities, whom we represent, employ, and do business with.

Training

Prior to January 1, 2012 the Union took steps to ensure all employees were provided with the training to meet its accommodation requirements. In 2017, and then again in 2024 the Union provided training to all employees. This training included training on:

- the *Human Rights Code* and the purposes and requirements of *AODA*;
- the Union's Accessibility Policy;
- 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;
- how to use the equipment or devices available on the Union's premises or otherwise provided by the Union that may help with the provision of goods, services, or facilities to people with a disability; and
- what to do if a person with a disability is having difficulty in accessing the Union's goods, services, or facilities.

The Union provides training to new staff as soon as practicable and on an ongoing basis, including training with respect to any changes made to the Union's Accessibility Policy. The Union will ensure that at least 1 time per year training is provided for new employees.

Website and Communications

Prior to January 1, 2012, the Union began to ensure that emergency information was made accessible to the public by providing emergency information in an accessible format or with appropriate communication support, upon request.

Prior to January 1, 2014, the Union reviewed *AODA* requirements for Website Content Accessibility Guidelines (WCAG 2.0), Level A. The Union informed website developers of the WCAG 2.0, Level A requirements, and requested that they be implemented into any new website content.

The Union has updated its public website to include notification that public information will be made available in an accessible format upon request.

The Union has reviewed the Website Content Accessibility Guidelines (WCAG 2.0), Level AA requirements. The Union requested that its website providers make all websites and

content conform with WCAG 2.0, Level AA, other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Pre-recorded).

The Union acknowledges that the current webpage is mostly compliant with WCAG 2.0 Level AA. We have requested that our website developer identify deficiencies and remedy them.

The Union is in discussions with a website developer about the creation of a new website which will ensure that all content conforms with WCAG 2.0, Level AA, other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Pre-recorded)

Customer Service

The Union has taken the following steps to ensure accessibility with respect to the provision of goods or services to persons with disabilities:

- the Union developed, implemented and has maintained an Accessibility Policy governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.
- the Union has ensured that its Accessibility Policy describes the use of assistive devices, service animals, and support persons, in accordance with AODA requirements. The Union has used reasonable efforts to ensure that its policies are consistent with AODA requirements.
- the Union has ensured that alternate formats of its Accessibility Policy are available upon request and will take into account a person's disability.
- the Union has ensured that it will notify the public of temporary disruptions in its facilities and services. The public will be notified of the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. The Union also created a document describing steps to be taken in connection with a temporary disruption.

Employment and Hiring

Prior to January 1, 2012, the Union took the following steps to ensure that employees with disabilities would be provided with necessary assistance during an emergency:

- the Union ensured that employees with disabilities were provided with individualized emergency response information.
- there were no individualized emergency response plans. But the Union's policy is that it will obtain consent and then shared the employee's individualized emergency response information with anyone designated to help them in an emergency.

- the Union will ensure that the emergency response information would be reviewed in the event of a change in the employee's work location, the employee's overall accommodation needs, or the organization's emergency response policies.

Some of the Union's staff are represented by trade unions. Prior to January 1, 2016, the Union implemented, and continues to follow, a practice of stating in job posting for bargaining unit positions that people with disabilities will be accommodated during the recruitment, assessment and hiring processes. For any positions which are not covered by a collective agreement, the Union will also ensure that disabilities are accommodated during the recruitment, assessment and hiring process.

Prior to January 1, 2016, the Union took the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. In November 2024 the Union review its policies and has issued a updated Accommodation and Return to Work policies that describe the requirements for disability related accommodations and meet the *AODA* requirements. The Union has notified employees about its policies and confirms that it notifies successful job applicants about its policies.

Prior to January 1, 2016, the Union reviewed the accessibility needs of any employees with disclosed disabilities, and those accessibility needs are taken into account when using performance management, career development, and redeployment processes.

Self-Service Kiosks

The Union does not currently have or use self-service kiosks. However many of the Union's services are available on a self-service basis through a webportal, by telephone, as well as in person. The requirements will be monitored. The Union is committed to considering the needs of people with disabilities as part of any future design, procurement or acquisition of self-service kiosks.

New Construction and Design of Public Spaces

The Union is committed to meeting the requirements in respect of service counters, fixed queuing guides, and waiting areas, both in respect of its new office location in Vaughan, and in respect of any replacement/refurbishing at its existing office locations in Toronto, Barrie, Cambridge, Cobourg and otherwise.

When building or making major modifications to public spaces, the Union commits to meeting the Accessibility Standards for the Design of Public Spaces, including requirements regarding preventative and emergency maintenance of the accessible elements in public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Feedback

The Union has implemented a feedback process that is accessible to people with disabilities. The feedback process is set out in the Union's Accessibility Policy.

Review and Modifications to this Plan

The Union is committed to developing *AODA* policies that respect and promote the dignity and independence of people with disabilities. All policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities. This plan will be reviewed and updated as required at least once every 5 years.

For More Information

For more information on this plan, contact Graham Williamson, General Counsel, at 416-241-1183 or gwilliamson@liuna183.ca. This plan will be made publicly available in accessible formats upon request and will be posted on our public website.