



Multi - Year Accessibility Plan 2024 -2028

Introduction:

Scope Gap is committed to working towards full compliance with current standards of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); and any expected upcoming legislations and the Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Scope Gap Contractors Inc. is a Canadian company providing services to developers and general contractors engaged in the hi-rise/residential construction industry. Our team has a very diverse set of capabilities and expertise that delivers value to our customers.

In accordance with the requirements set out, we will:

- Post the multi-year accessibility plan on our website (www.scopegap.ca).
- Provide the plan in an accessible format upon request.
- Review and update the accessibility plan at least once every five years.
- Train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.
- Maintain records of training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Statement Of Commitment:

Scope Gap strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfil our requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Scope Gap is committed to treat people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meet 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.

Scope Gap is dedicated to continuously developing, implementing, and maintaining policies that govern how the organization achieves or will achieve accessibility through meeting all regulation requirements.

General Requirement: Accessibility Policy

We are 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 in January 2024

All GAP leaders have received AODA training from a third party.

The AODA policy will be reviewed and updated in accordance with internal review processes.

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

Actions Planned:

Continue to review the AODA policy at least every three years or whenever the Scope Gap practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.

Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy.

Requirement: Multi-Year Accessibility Plan

Actions Taken:

A multi-year accessibility plan is developed in 2024. It will be updated in 2028.

Actions Planned:

Post multi-year accessibility plan to the Scope Gap website.

Provide the plan in an accessible format on request.

Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and from internal and external feedback.

Accessibility Policies And Plans

Scope Gap has developed a statement, policy, program, and multi-year plan that outlines strategies and actions to identify, prevent, and remove barriers for persons with disabilities.

Training

Accessibility and inclusion of people with disabilities is a core value for the Company. Scope Gap is committed to provide appropriate AODA training to all employees including management.

Training is designed in a way that best suits the duties and needs of employees and every person who deals with the public on behalf of the Company.

Training content includes the requirements of AODA and the Ontario Human Rights Code as it pertains to persons with disabilities.

Ensure new employees complete training within the probationary period.

Track and maintain a database of training records of participant names and dates of completion.

Information And Communication Standard

Scope Gap is dedicated to meeting the communication needs of people with disabilities. We will consult with and request feedback from persons with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information and our goods and services for all users.

The Company has undertaken the following plans to ensure compliance with this standard:

Actions Planned:

To establish an accessible feedback process such as, telephone inquiries, email and contact via our website.

Upgrade our website to be user friendly for people with a range of needs. Persons with disabilities are encouraged to contact Scope Gap via email or phone if they require additional information.

Customer Service Standard

Scope Gap strives for service excellence in all of our interactions with our customers. From the very first moment of contact to the last.

We are committed to meet the requirements of AODA and the IASR (Integrated Accessibility Standard Regulation)

Actions Taken:

Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.

Company representatives, when communicating with a person with disability, will do so in a manner that considers the person's disability.

Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted.

Actions Planned:

Committed to develop communication methods when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.

Employment Standard

Scope Gap is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. The Company has taken the following steps to notify the public and employees that, when requested, Scope Gap will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment:

Scope Gap is committed to ensuring that our recruitment, selection, and assessment processes are fair and accessible. All supervisors, managers, and employees involved in staffing of any type will be required to complete AODA training.

Action taken:

All supervisors, managers, and employees involved in staffing of any type are required to complete AODA training.

Actions Planned:

Continue addressing barriers to recruitment.

Continue to accommodate employees and applicants.

Accessible Emergency Information

Scope Gap is committed to creating and implementing a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

Actions planned:

When applicable, the Company will develop and maintain a return-to-work process for employees who have been away from work due to a disability and require disability related accommodations to return to work. The process will include the steps the Company will undertake to facilitate the return-to-work process and use documented individual accommodation plans.

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available upon request.