



AODA Policy Manual

HRP-103

The policies and documentation contained are intended to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*.

Last Update: July 12, 2024

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AODA - Statement of Commitment to Accessibility

Doc #: HRP-103-1

Rev #: 2

Effective Date: July 17, 2018

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Woodlore is committed to providing a barrier-free environment for all stakeholders including our customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. 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.

Woodlore 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, Woodlore is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources.

Sincerely,

Bill Melnik

CEO

Last updated: July 12, 2024

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Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Chemical, biological, or radiological incidents –This may include a release of toxic chemicals or other dangerous agents within the vicinity of Woodlore, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready– An electronic or digital format that facilitates conversion into an acceptable format.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Fire and/or smoke – Any conflagration (fire) of combustible materials at Woodlore causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby Woodlore where there is a clear danger of the fire spreading to Woodlore or causing the air to become un-breathable due to smoke.

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Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Natural disaster or severe weather – This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, and so on. In some cases, natural disaster may also include excessive periods of intensely cold weather, or excessive periods of intensely hot and/or humid weather.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – 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.

Structural failures – This term encompasses any damage to Woodlore property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

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- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – a 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, medical needs or access to goods and services.



**AODA – Integrated Accessibility
Standards Regulation (IASR)
Customer Service Policy**

Doc #: HRP-103-3

Rev #: 1

Effective Date: July 17, 2018

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Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Woodlore shall follow the principles of dignity, independence, integration and equal opportunity.

Guidelines


In accordance with the Customer Service Standards, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Woodlore will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and

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- Communicating in a manner that takes into account the customer's disability.

B. The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Woodlore.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Woodlore may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Woodlore will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Woodlore will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.



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In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Woodlore. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Woodlore's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

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

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options


When disruptions occur Woodlore will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Woodlore website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Customer Feedback

Woodlore shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by (insert ways in which the process will be publicized). Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback

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Customers can submit feedback to our [Accessibility Request and Feedback Form](#) or to:

Maria Benson
 Manager, Human Resources
 mbenson@woodlore.ca
 905-791-9555 Ext. 227

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can also do so to any Woodlore employee.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

- Every person who is an employee of, or a volunteer with, Woodlore.
- Every person who participates in developing the Woodlore's policies.
- Every other person who provides goods, services or facilities on behalf of the provider.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.



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- Woodlore's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Record of Training

Woodlore will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

H. Notice of Availability and Format of Documents

Woodlore shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Woodlore, the Woodlore's website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Maria Benson
Manager, Human Resources
mbenson@woodlore.ca
905-791-9555 Ext. 227

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.



AODA - Integrated Accessibility Standards Regulation (IASR) Employment Policy

Doc #: HRP-103-4

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Intent

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Woodlore shall follow the principles of dignity, independence, integration and equal opportunity.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Recruitment, Assessment and Selection
- C. Accessible Formats and Communication Supports for Employees
- D. Workplace Emergency Response Information
- E. Documented Individual Accommodation Plans
- F. Performance Management and Career Development and Advancement
- G. Return to Work
- H. Redeployment
- I. Review

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Woodlore will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Woodlore will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its



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policies. These documents will be made publicly available in an accessible format, upon request.

Woodlore will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Woodlore will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Woodlore's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Woodlore will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Woodlore will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Woodlore's policies, and all other persons who provide goods, services or facilities on behalf of Woodlore.

Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to Woodlore's accessibility policies occur.

Records

Woodlore will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Recruitment, Assessment and Selection

Woodlore will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Woodlore will consult with the applicant and provide or arrange for suitable accommodation.



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Successful applicants will be made aware of Woodlore's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Woodlore will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Woodlore will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Woodlore will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, Woodlore will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature 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 in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Woodlore reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Woodlore will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

Woodlore must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:



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- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.

F. Performance Management and Career Development and Advancement

Woodlore will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Woodlore 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 Woodlore will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).



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H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of Woodlore's current practices as well as legislative requirements.

	AODA – Integrated Accessibility Standards Regulation (IASR) Information & Communications Policy	Doc #:	HRP-103-5
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Intent

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Woodlore shall follow the principles of dignity, independence, integration and equal opportunity.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Feedback Process
- C. Accessible Formats and Communication Supports
- D. Accessible Websites and Web Content
- E. Exceptions
- F. Review

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Woodlore will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Woodlore will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

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Woodlore will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Woodlore will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Woodlore's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Woodlore will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Woodlore will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Woodlore's policies, and all other persons who provide goods, services or facilities on behalf of Woodlore.

Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to Woodlore's accessibility policies occur.

Records

Woodlore will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Feedback Process

Woodlore will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Woodlore will make known the availability of accessible feedback formats.

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C. Accessible Formats and Communication Supports

Unless deemed unconvertible, Woodlore will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Woodlore will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Woodlore will make the availability of accessible formats and communication supports publicly known.

D. Accessible Websites and Web Content

Woodlore will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

E. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Woodlore will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Woodlore will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

F. Review

This policy will be reviewed regularly to ensure that it is reflective of Woodlore's current practices and legislative requirements.

	AODA – Integrated Accessibility Standards Regulation (IASR) Emergency Response Plan Policy		Doc #:	HRP-103-6
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Intent

Woodlore is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the Woodlore Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting Woodlore.

This plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the plan in the event of an emergency or catastrophe. The guidelines shown in this plan are intended to keep employees of Woodlore prepared should Woodlore premises and/or facilities become unsafe due to calamity.

**This policy is in compliance with Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005.*

Guidelines

In general, Woodlore employees must report an emergency event immediately to a member of management or other appropriate authority.

Once the emergency has been ascertained, response/assessment teams will be the first to respond to the incident. They will assess the severity of the emergency and communicate immediately with assigned groups as appropriate. Response/assessment teams are composed of at least one person per department to coordinate and instruct co-workers. These teams will coordinate emergency and/or evacuation efforts within their areas of responsibility.

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only a member of the management team or an appointed designee has the authority to declare a state of emergency for Woodlore and can activate this plan.

For the purposes of this plan, Woodlore defines "emergency" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property, and include: instances of fire and/or smoke; natural disaster/severe weather; chemical, biological or radiological incidents; and structural failures.

Procedure in the event of an emergency:

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Sounding the alarm:

- In the event of the need to evacuate the whole facility the paging system as well as verbal communication will be used to announce this intention.
- The PA system has an audible oscillating alarm siren. All Team Members have access to turning on the alarm via the designated pull stations. Maintenance and Production Managers have access to turn off this alarm.
- When an emergency situation is restricted to a small area, verbal communication alone may be used for evacuation of the area. The department will go to its assigned gathering area unless instructed to go to an alternate safe location.
- If 911 is called then supervision is to assign and dispatch a person to meet Emergency Services Personnel to guide or direct them to the supervisor at the scene, "gathering / collection" point or other specified location

Designated Gathering Areas:

- In the case of complete plant evacuation Team Members must proceed to their assigned gathering area / muster point
 - *Note: See addendum to this policy which has a list of all Designated Gathering Areas / Muster Points, per department*
- Visitors, contractors/sub-contractors must follow instructions from their guide or a member of the department they are here to see, and go with those persons to their gathering area
- The department supervisor or designate will conduct a head count at the gathering point to ensure that all personnel have been evacuated.

External Notification:

Depending on the nature of the emergency the department supervisor or designate may need to contact the appropriate emergency service:

- 911 EMS – Ambulance, Fire, Police
- Hydro utility
- Gas utility
- Water utility
- Environmental services
- Ministry of Labour

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Internal Notification:

Next depending on the nature of the emergency the department supervisor or designate will contact:

- Call the VP of Operations, Human Resources and/or Health & Safety Manager, and Plant Manager to inform of the emergency
- Call the Maintenance Manager
- Call the IT department

Note: See addendum to this policy which has all of the current names and cell phone numbers of who to call.

Incident Report:

Once the emergency situation has been resolved and everyone is safely back to work an accident / incident investigation must be completed and the required reports, witness statements and so forth collected as may be applicable

Emergency Specific Instructions:

For all types of emergencies requiring evacuation:

- Team Members and Customers (*henceforth referred to as individuals*) will immediately leave their department by their closest exit route and go to their department’s gathering area and remain there until instructed otherwise.
- Individuals may not attempt to return to their lockers to retrieve any personal property until they have been advised it is safe to do so.
- Close doors behind you.
- Following acknowledgement of the “all clear” the supervisor will instruct Individuals to return to the building and resume normal work duties.

individuals may not re-enter the building/area until the ‘all clear’ has been given by your supervisor or designate.

For specific emergency response details, please see HR Policy HRP-206 - Emergency Prevention, Preparedness and Response (included below as Appendix A)

	AODA – Integrated Accessibility Standards Regulation (IASR) Emergency Response Plan Policy		Doc #:	HRP-103-6
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Alternative Formats

Woodlore is dedicated to ensuring the health and safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or is in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Mike Reed
H&S Manager
MikeReed@brc.group

Woodlore will work with the individual to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text;
- Braille format;
- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, an Individual Emergency Response and Evacuation will be created.



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I. PURPOSE

The purpose of this procedure is to establish and maintain steps to prepare for and respond to emergencies in the workplace, as well as minimize losses associated with them. This procedure will identify the types of emergency situations that may be faced and how these emergencies will be prevented from happening (where possible) and how to prepare for them if they happen.

II. SCOPE

This procedure applies to all Team Members, visitors and contractors on site. Emergencies may include, but are not limited to:

- Bomb threats
- Chemical spill
- Fire
- Gas leak
- Threat of violence
- Confined space entrapment
- Medical emergencies
- Motor vehicle incidents
- Power failure
- Adverse weather conditions
- Working at heights emergencies/rescue
- External threats and pandemic

III. ROLES AND RESPONSIBILITIES

Senior Management:

- Ensure Emergency Management (Prevention, Preparedness & Response) plans are developed, implemented and maintained
- Ensure potential emergencies are identified and preventative measures assessed
- Ensure the plans/procedure are reviewed at least annually and revise as needed
- Ensure the administration and implementation of this program, ensuring the necessary resources to activate this procedure and generating an emergency contact list
- Ensure communication of emergency prevention procedures and response plans with all workplace parties and known external interested parties, including specific training for any person with defined duties or responsibilities in relation to the procedures or plans and general training for all employees

Managers/ Supervisors:

- Ensuring staff are aware of existing emergency plans
- Reporting to the Health & Safety Designate any identified gaps in training to the plan

Human Resources:



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- Identify potential emergency situations, measures of preventive control and necessary resources through completion of a risk assessment in consultation with the JHSC/Health & Safety Representative
- Develop, implement and maintain the emergency response plans
- Ensure a list of emergency contact telephone numbers is current and posted as required
- Initiate emergency response exercise at least annually, ensuring records of the drills are maintained
- Greet and provide information to the emergency response units. This can include (but is not limited to) missing or unaccounted for persons, information on storage areas, floor plans, service conduits (such as gas and water lines).
- Ensure all staff involved in emergency response are trained to the plan, and records of training are retained
- Communicate emergency prevention and response plans to affected staff, and ensuring staff are familiar with the plan
- Ensure that any gaps identified in emergency response reports and/or exercises are built into an improvement action plan, and completed
- Ensure any submitted reports and subsequent action plans are shared with the JHSC
- Contact additional emergency support agencies as required
- Authorize workplace re-entry.
- Ensure the Incident Investigation is completed

Maintenance Manager:

- Ensuring adequate Emergency Prevention and Response Equipment is available and inspections of the equipment are carried out ensuring equipment is maintained in good working order and are operationally ready at all times
- Ensure Floor Plans and large-scale maps showing evacuation routes and service conduits (such as gas and water shut offs) are current and posted as required
- Creating and maintaining floor plans of emergency prevention and response equipment, hazardous materials storage areas, utility lines, and evacuation routes

Joint Health & Safety Committee (JHSC):

- Assist in identifying potential emergency situations and building emergency response plans, then review, at least annually, all emergency response plans, and provide feedback to the Health & Safety Designate
- Review all reports and action plans arising from an emergency response or exercise, in order to ensure all gaps are identified

Team Members:

- Reporting all emergencies
- Attending training, as required
- Following emergency instructions
- Upon activation of alarm, evacuating by nearest exit and report to designated meeting place



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- Obtaining medical assistance when needed
- Being familiar with evacuation routes and alternate means of escape
- Shut off equipment (except when instructed otherwise)
- Remain in gathering area until instructed otherwise by the Human Resources or their Supervisor

Fire Wardens:

- Exit the building and go to the gathering area
- Take attendance
- Report attendance findings to Supervisor / Management

IV. PROCEDURE

Woodlore will strive to prevent, as far as reasonably practicable, an emergency situation from occurring. When an emergency situation occurs, the emergency plan shall be followed.

A. EMERGENCY PREVENTION AND PREPAREDNESS:

Human Resources, in consultation with the JHSC/Health & Safety Representative, will

- ✓ Identify potential emergency situations, measures of preventive control and necessary resources through completion of a risk assessment.

B. EMERGENCY RESPONSE PLANS:

Human Resources, in consultation with the JHSC, will build emergency response plans for all identified potential emergency situations

- ✓ Situations should be identified via hazard and risk assessments, violence risk assessments, incident reporting trends, neighborhood issues, local environmental conditions, and any other sources that identifies potential emergency situations
- ✓ Any governmental plans for emergency situations that may affect the way the company responds to an emergency must be considered.

Any plans created must include, as a minimum, the following:

- ✓ Outlined steps for response to each identified emergency
- ✓ Description of emergency alert systems (e.g., alarms, lights, etc.)
- ✓ Emergency contact lists (i.e., call trees)
- ✓ Identify staff who will assist with the emergency response, what their roles are, as well as backup staff in case individuals are not available during response
- ✓ Specific roles that are required, such as those involved with evacuations, and those responsible for communication with staff, customers, staff emergency contacts, media spokesperson(s), government agencies, and others as required



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All staff must be trained on the plan; training should include documented exercises to practice response to an emergency situation. Exercises can be designed to test individual essential elements, interrelated elements, or the entire plan(s). They can take many forms, such as: drills; table top exercises; full-scale exercises; and functional exercises.

- ✓ Exercises should be conducted on a regular basis, at minimum annually, and should not create any hazards in the process. One objective of an exercise is to identify problem areas for resolution/corrective action before an actual emergency occurs.
- ✓ Any gaps identified in emergency response plans during exercises will be recorded, with action plans for correction prepared and completed; these will be shared with the JHSC and/or H&S Representative
- ✓ Records of training and drills must be created, maintained, and stored for a minimum of 2 years

Emergency Equipment:

- ✓ Equipment must be purchased and installed so that all requirements under the Fire Code and other applicable laws are met
- ✓ All equipment must be maintained in good working condition, and to manufacturer and legislative requirements
- ✓ Records of inspection and maintenance must be retained for a minimum of 2 years

C. EMERGENCY RESPONSE

Procedure in the event of an emergency:

Sounding the alarm:

- In the event of the need to evacuate the whole facility the paging system as well as verbal communication will be used to announce this intention.
- The PA system has an audible oscillating alarm siren. All Team Members have access to turning on the alarm via the designated pull stations. Maintenance and Production Managers have access to turn off this alarm.
- When an emergency is restricted to a small area, verbal communication alone may be used for evacuation of the area. The department will go to its assigned gathering area unless instructed to go to an alternate safe location.
- If 911 is called then supervision is to assign and dispatch a person to meet Emergency Services Personnel to guide or direct them to the supervisor at the scene, "gathering / collection" point or other specified location

Designated Gathering Areas:



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- In the case of complete plant evacuation Team Members must proceed to their assigned gathering area. *See Emergency Response Plan – Fire for detailed muster point area assignments*
- Visitors, contractors/sub-contractors must follow instructions from their guide or a member of the department they are here to see, and go with those persons to their gathering area
- The department supervisor or designate will conduct a head count at the gathering point to ensure that all personnel have been evacuated.
- In the case of an emergency situation which does not require an evacuation outside the facility employees must proceed to their assigned shelter in place area.

External Notification:

Depending on the nature of the emergency the department supervisor or designate may need to contact the appropriate emergency service:

- 911 EMS – Ambulance, Fire, Police
- Hydro utility
- Gas utility
- Water utility
- Environmental services
- Ministry of Labour
- Workplace Safety Insurance Board

Internal Notification:

Next depending on the nature of the emergency the department supervisor or designate will contact:

- Call the Chief Operations Office, Human Resources, and Plant Manager(s) to inform of the emergency
- Call the Maintenance Manager or designate to alert them to the situation
- Call the IT department as required

Incident Report:

Once the emergency situation has been resolved and everyone is safely back to work an incident report and full investigation must be completed and the required reports, witness statements and so forth collected as may be applicable.

D. EMERGENCY RESPONSE SPECIFIC INSTRUCTIONS:

For all types of emergencies requiring evacuation:



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- Leave the building immediately during an alarm (loud alarm sound over the PA and/or fire alarm). Do not try and gather personal belongings.
- Machine operators should turn off machinery and heavy equipment prior to evacuating whenever possible.
- Walk; do not run to the nearest marked, illuminated exit to vacate the building.
- Go to the designated "Emergency Evacuation Area" and report to your supervisor/manager and/or Fire Warden and ensure you are accounted for.
- Do not return until it has been declared safe to do so by the Fire Department.

1. **Extreme Weather** (Examples: tornado, hurricane, damaging winds, hail, blizzard, flooding, other)

In the case of extreme weather hazards:

- In extreme weather alerts the safest place for Team Members is to remain at work and do not attempt to leave to drive home
- If extreme weather requires an evacuation, then Team Members are to go to the assigned internal shelter in place gathering / collection point.
- During extreme weather hazards Team Members are NOT to be evacuated to the outside
 - A safe indoor area is ideally on ground level inside the factory or the department free from vulnerable overhead equipment. If possible in proximity to an emergency exit on the leeward side of the storm.
 - If alerted regarding an extreme weather condition impinging upon the plant, the paging system should be used to advise of the warning and ask Team Members to make their way to the "safe indoor gathering area/shelter in place" assigned to your department. See supervisor for specifics

2. **Fire or explosion**

Upon discovery of a fire or explosion:

- If it is a small fire, trained team member should attempt to extinguish the fire using a fire extinguisher.
- If this is not possible, leave the area immediately. Remain calm.
- *Follow the evacuation procedures outlines above.*
- Close all doors behind you to limit the movement of smoke, flames, or noxious odors.
- When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door (seek an alternative escape route).
- If smoke is filling the area, stay low to the floor; and find the nearest exit.

See the Emergency Response Plan – Fire (HRM-2005-PLN-1) for more details.



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3. Power Failure

In the case of power failure:

- Stay calm, stop working and remain where you are. Most power outages tend to be short in duration and our emergency lighting is good for approximately 60 minutes
- If the power outage appears that it will not be short in duration supervisors will direct Team Members to a safe location and lit location such as the lunchroom.
 - For safety reasons, no employees should stay in the plant.
 - Emergency lighting has been installed to ensure all areas are lit enough for employees to safely make their way to designated location.

The Production Managers in consultation with Senior Management will determine if the power outage will be prolonged and whether it will be necessary to cancel the balance of the shift.

See the Emergency Response Plan – Power Outage (HRM-2005-PLN-3) for more details.

4. Workplace Violence

In the case of workplace violence:

- The supervisor will make every effort to isolate the workers and participants directly involved from other Team Members.
- Where other Team Members may be at risk, the supervisor will separate and isolate those Team Members and evacuate them to a safe location away from the scene and the participants.

If the situation involves physical violence or is escalating the supervisor shall call 911 and ask for EMS Police Services. *Refer to the Workplace Violence Policy and Procedures (HRM-005-POL-1) for details.*

5. Bomb Threat

In the case of a bomb threat:

- Normally bomb threats are conveyed by means of a phone call. Try to keep the caller calm and ask the following questions:
 - Who is the caller?
 - Is he/she a member of an organization?
 - Where is the bomb located?
 - What kind of bomb is it? What does it look like?
 - When is it scheduled to go off?
 - What are their demands?
- Call 911



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- Ensure site is secured
- Police will provide further instruction or will announce the “All Clear”

6. Chemical Spill

In the case of a chemical spill:

Note: This does not include small spills that staff has been trained to clean up as per SDS (utilizing all safety precautions and PPE). See Emergency Response Plan – Spill Response (HRM-2005-PLN-4) for details

- If you see a spill notify a supervisor and inform them the location and type of emergency
- Supervisors will ensure that Team Members are safe and are not exposed to potential of hazardous materials
- Prevent spill from entering drain systems
- Call on external emergency assistance as required

Decide if it is necessary to initiate evacuation steps

7. Gas Leak

In the case of a gas leak:

- Natural gas is lighter than air and will rise. Propane is heavier than air. Both have a rotten egg smell.
- Potential for explosion/fire
- DO NOT touch any electrical switches. Leave the area and contact supervision.
- If safe to do so,
 - isolate the source and shut off valve (ensure proper PPE is used)
 - remove all sources of ignition
 - ventilate area of leak or move leaking container to well-ventilated area

If source cannot be isolated, initiate an evacuation

8. Medical Emergency

In the case of a medical emergency:

- Any Team Member who witnesses a serious injury should contact the First Aider in their department; if that person cannot be found immediately, use the phone system to call the On-Call First Aider (extension 2605)



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- Team Members who are not designated First Aider or first aid certified should remain in their department unless otherwise instructed.
 - If in-house first aid is required, a First Aider will provide it, complete an expedited report describing it and start or assist with a more detailed Accident Investigation report if applicable.
- If injuries warrant outside medical attention, 911 will be called

Refer to the incident reporting procedure for details.

9. Confined Space Emergency

As per Woodlore practice, only third-party contractors or authorized maintenance personnel are allowed into Woodlore's confined spaces. In case of a confined space entrapment:

- Any Team Member who witnesses confined space entrapment should use the paging system (dial *60) to summon the First Aider team and 911 called. Explain the nature of the emergency.
- No Woodlore Team Member will attempt an entry or non-entry rescue, 911 will be called immediately.
- Attempt to communicate with the entrants in the confined space to establish what injuries exist and what conditions exist that may impede the rescue efforts.
- Team Members, who are not First Aid, certified should remain in their department unless otherwise instructed.
- Once the injured entrant is outside of the confined space provide support to EMS as instructed, ie ensure that they are comfortable and stay with them until the ambulance arrives.
- Secure area and ensure that no one enters the confined space until it has been reassessed and deemed safe to enter.

10. Motor Vehicle Incidents

In the case of Motor Vehicle Incidents onsite:

- Any Team Member who witnesses a motor vehicle incident should use the paging system to contact the On-Call First Aider and a senior management team member.
- First aid certified staff are to respond ASAP.
 - If in-house first aid is required, a First Aid Certified Team Member will provide it, complete an expedited report describing it and start, or assist with a more detailed Accident Investigation report if applicable.
- Team Members, who are not First Aid, certified should remain in their department unless otherwise instructed.
- If injuries warrant outside medical attention, 911 will be called
- If motor vehicle incident happens off company property, 911 will be immediately dispatched



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- The company, if possible, will be notified by the Team Member. If not possible, notification will be done through emergency services.

In the case of Motor Vehicle Incidents offsite (Installers):

Any Installer who is involved in a motor vehicle incident should do the following:

- If injuries warrant outside medical attention, call 911 immediately
- If damage to vehicle is deemed major by the Team Member, call 911 to have a police report completed. The company will be notified by the Team Member as soon as it is deemed possible.
- If damage to vehicle is deemed minor by the Team Members, exchange information with other drivers involved and report to the COO as soon as deemed possible.

11. Working at Heights Emergencies/Rescue

In the case of working at heights emergencies/rescue:

- The worker should immediately call for help
- If able, the worker should prop their feet against available objects to reduce strain as a result of suspension.
- To reduce the risk of injury, the suspended worker should keep their legs moving to activate blood flow and workers who are assisting should provide support if able using ladders or other supports as appropriate.

If a worker falls and is suspended by a safety harness, the emergency response plan should be initiated as follows:

- All workers in the immediate vicinity of the incident need to stop working. The First Aider team shall be dispatched.
- Emergency services (911) shall be called to ensure medical treatment is on its way and to get assistance with the rescue as needed.
- Isolate the accident zone and its perimeter to limit further exposure and move all non-affected personnel to a safe zone (or direct them to remain where they are).
- Two of the members of the designated First Aider team (one being an operator) will get into the scissor lift and drive the scissor lift to the suspended workers location.
- The scissor lift should be positioned below the suspended worker and the First Aider team should then bring the suspended worker onto the lift. When the worker is safely on the scissor lift, a second lanyard anchored to the lift's anchor point will be attached to the workers' harness D ring. Their original lanyard can then be disconnected and retrieved from the item the victim was tied off to. Once rescued, the worker should remain in an upright position (standing or sitting) to limit strain as circulation may become compromised if laid horizontally.



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- If the victim is injured, begin administering first aid. Lower the scissor lift and drive to a safe area, continuing to provide first aid until emergency services arrive.

Conduct a thorough accident investigation, securing the scene if a fatality or critical injury has occurred. Photographs and documented statements from any witnesses should be taken. All key information such as dates, time, weather, and general site conditions should be recorded.

Quarantine all fall-arrest equipment that may have been subjected to fall fatigue effects and/or shock loading for further investigation.

12. External Threats and Pandemic

In the case of External Threats and Pandemic:

- Communicate the possibility of a pandemic with all Team Members providing fact sheets or other relevant sources of information of the risk at hand
- Discuss with staff possible health and safety issues, potential for stand down, and leave arrangements if they are ill or need to look after those who are, or who have been “shut out” of childcare and school, etc;
- Use a “communications tree” so that people can keep in touch, including e-mail addresses and contact emergency list
- Ensure communication and resources are posted in each department in the plant and sent out via email to all office Team Members
- Work with public health and WHO notifications and implement appropriate next steps

13. Rail/Light Rail or Subway Derailment

Woodlore is located near a railway track. In the event there was a derailment near Woodlore Property, the emergency response plan should be initiated as follows:

- Call 911
- Go to the designated "Emergency Evacuation Area" and report to your supervisor/manager and/or Fire Warden and ensure you are accounted for.
- Emergency Services will provide further instruction or will announce the “All Clear”. Do not return until it has been declared safe to do so by the Police or Fire Department.

V. Change History

Rev#	Summary of Changes	Author	Effective Date
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