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Multi-Year Accessibility Plan 2021-2025

Revision 1: Last revised December 2023

This plan will be made available in an accessible format upon request.

This accessibility plan outlines the policies and actions that Encore Mechanical has, or will, put in place to improve opportunities for people with disabilities.

Encore's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years.

Message from the CEO:

At Encore Mechanical, we are deeply committed to ensuring accessibility for disabled individuals. We firmly believe that everyone, regardless of their physical abilities, deserves equal opportunities and experiences. Our dedication to accessibility is at the core of our values, and we continuously strive to create inclusive and accommodating environments in all aspects of our business, from our services to our physical spaces and digital platforms. We understand the importance of promoting inclusivity, and we are actively working to remove barriers and provide solutions that empower all individuals to engage with our offerings. Encore Mechanical is unwavering in its commitment to making the world a more accessible and welcoming place for everyone. Customer needs for accommodation will be respected whenever they interact with Encore Mechanical and its employees.

Encore Mechanical is committed to ensuring that all individuals, including those with disabilities, have equal access to our facilities, services, and employment opportunities. As part of our dedication to inclusivity and compliance with accessibility legislation, we have developed a multi-year Accessibility Plan. This plan outlines our commitment to improving accessibility within our organization and serves as a guide to ensuring that people with disabilities are provided with equitable opportunities and experiences.

Our accessibility plan focuses on six key areas:

1. Customer Service Standard
2. Information and Communications
3. Employment
4. Procurement
5. Training
6. Design of Public Spaces

Each section is designed to address specific accessibility concerns within our organization and to establish a framework for ongoing improvement. We understand that accessibility is a shared responsibility, and we are dedicated to working collaboratively with our staff, customers, and broader community to achieve our accessibility goals.



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Customer Service Standard

The Customer Service Standard section of our accessibility plan outlines our commitment to providing accessible customer service to all individuals, including those with disabilities. This includes our dedication to communicating with individuals with disabilities in a manner that takes their specific needs into account. Encore Mechanical will provide training to employees to ensure they understand and apply the principles of accessible customer service.

We will also take measures to make information available in accessible formats and provide alternative communication methods upon request. This section of our plan is critical in creating a welcoming and inclusive environment for all our customers and clients.

Information and Communications

The Information and Communications section of our accessibility plan emphasizes our commitment to making information and communications accessible to everyone. We will identify and remove barriers in our printed and digital materials, ensuring that they are available in alternative formats when necessary. Our website and online content will be designed to be accessible to those with disabilities, in accordance with relevant standards. Upon request, we will provide or arrange accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the persons accessibility needs.

Employment

The Employment section of our accessibility plan outlines our commitment to providing equal employment opportunities for all individuals, regardless of disability. Encore Mechanical will take steps to identify and remove barriers in our recruitment, hiring and onboarding processes. We will also provide accommodation to employees with disabilities, recognizing their unique needs and abilities.

Furthermore, we will offer training and awareness programs to all employees to promote and inclusive workplace culture. Our goal is to create an environment where people with disabilities are valued and can thrive in their careers with us.

Employees with disabilities who require accommodation or return to work will have plans in place to assist them with their individual needs. Encore will document the process and support each individual who may have been away for reasons related to their disability. Steps will be taken on an individual basis to make sure that they are able to return to work and work to the best of their ability.

Encore Provides employees with disabilities with emergency response information that is tailored to their needs. Also, if an employee with a disability requires assistance with their customized workplace emergency response information, Encore will designate someone to provide the employee with assistance. Customized plans and accommodation will be reviewed when necessary.

Return to work process for employees will consist of developing a return to work document in writing.



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During our recruitment process, Encore Mechanical will accommodate people with disabilities during the recruitment process, assessment and selection processes when people are hired.

Procurement

The Procurement section of our accessibility plan highlights our commitment to inclusive procurement practices. We will integrate accessibility criteria and considerations into our procurement processes. When purchasing goods, services, or facilities, we will prioritize suppliers and vendors that demonstrate a commitment to accessibility and compliance with accessibility standards.

By doing so, we aim to promote accessible products and services, which will benefit both our organization and the broader community.

Training

The Training section of our accessibility plan focuses on ensuring that all employees have the knowledge and skills necessary to provide accessible customer service, communicate effectively, and work in an inclusive environment. We will provide regular training sessions to our staff, addressing various aspects of accessibility and inclusion.

Encore Mechanical will also support ongoing learning and development to keep our team informed and up to date accessibility best practices and legal requirements.

Design of Public Spaces

The Design of Public Spaces section of our accessibility plan underscores our commitment to creating physical spaces that are welcoming and accessible to all. We will identify and address barriers in our public spaces, such as entrances and signage, to ensure ease of use for individuals with disabilities.

Furthermore, we will engage in ongoing consultation with experts and individuals with disabilities to enhance the accessibility of our public spaces continually. Our goal is to provide environments that are inclusive, safe, and comfortable for everyone.

In implementing this multi-year Accessibility Plan, Encore Mechanical will make continuous efforts to improve accessibility, fostering an environment where individuals with disabilities are welcomed and integrated into all aspects of our operations. We are committed to ongoing dialogue with our employees, customers and the community, to ensure that we meet and exceed accessibility expectations.

Contact Information

For more information on Encore Mechanical's accessibility plan please email info@encoremechanical.ca or call 519-979-3572.