



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2021 to 2026 accessibility plan outlines the policies and actions that Behr Process Canada Ltd will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Behr Paint Company (“Behr Canada Ltd”, “Behr”, “Company”) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	Completed
Current Barriers:	None		
Plan to Meet Requirements:	Updated policies as required.		
Potential Future Barriers:			
Responsible Authority:	Helene Bilodeau		
Results:	Completed		

Accessibility Requirement:	Designing/procuring or acquiring self-serve Kiosks	Compliance Deadline:	Ongoing
Current Barriers:	None at the present.		
Plan to Meet Requirements:	Review use of in-store kiosks on an ongoing basis. Currently managed by U.S. Planning to update kiosk to match the current web design targeting end of 2021 and update AODA compliance aspect of kiosk by end of year 2022 and detail plans for further modifications needed that exceed this timeframe.		
Potential Future Barriers:			
Responsible Authority:	Information Technology / Marketing/ Digital Marketing/Sales/THD Associates		
Results:	Ongoing review of kiosks		
Accessibility Requirement:	Training on IASR and the Human Rights Code	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	We are using Hrdownload for the training requirements. Manual records and electronic records have been maintained.		
Potential Future Barriers:	Make sure that our new hires are trained, and records are retained on an ongoing basis.		
Responsible Authority:	Helene Bilodeau		
Results:	All our team members familiar with our policies.		

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Our feedback process is currently in place on our website or in person at our Brampton location		
Potential Future Barriers:	None at the present.		
Responsible Authority:	Helene Bilodeau		
Results:	Completed		

Accessibility Requirement:	Accessible formats and communication support	Compliance Deadline:	Ongoing
Current Barriers:	None at present.		
Plan to Meet Requirements:	Are prepared to accept request from the public and team members and to provide information in accessible formats with communication supports where possible, or otherwise accommodate.		
Potential Future Barriers:	Unknown.		
Responsible Authority:	Helene Bilodeau		
Results:	Accommodation to be provided as needed.		
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	
Current Barriers:	None.		
Plan to Meet Requirements:	Procedures and plans will be update as needed to reflect needs of the workplace.		
Potential Future Barriers:	Unknown.		
Responsible Authority:	Helene Bilodeau		
Results:	Policies and procedures to be reviewed regularly.		
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	Ongoing
Current Barriers:	Required to meet WCAG Level AA since becoming a Large Organization		
Plan to Meet Requirements:	Will be updating our website in later half of 2021.		
Potential Future Barriers:	N/A		
Responsible Authority:	Information Technology / Marketing / Digital Marketing		
Results:	Compliance		

Employment Standard			
Accessibility Requirement:	Recruitment, assessment, and selection process	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Current job posting and offer letters reflect availability of accommodation in recruitment process.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Informing team members of supports	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Team members informed on hire of available resources and supports		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Accessible formats and communication support for team members	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Team members informed on hire of available resources and supports. Will be provided with information in accessible formats and with supports where requested.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			

Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Where required, team members will be provided with individualized emergency response information as part of their individual accommodation plan.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Team members who require workplace accommodation will be provided with an individualized plan, and planning document will be saved to outline steps taken.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Return to work process	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Team members who are returning to work from illness or injury will receive a return-to-work plan where required, and planning document will be saved to outline steps taken.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			

Accessibility Requirement:	Performance management process	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Performance management process will take into account accessibility needs of team members where those needs are known.		
Potential Future Barriers:	Receiving up-to-date information regarding employee accessibility requirements.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	
Current Barriers:	None.		
Plan to Meet Requirements:	Career development and advancement process will take into account accessibility needs of team members where those needs are known.		
Potential Future Barriers:	Receiving up-to-date information regarding employee accessibility requirements.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Redeployment	Compliance Deadline:	
Current Barriers:	None.		
Plan to Meet Requirements:	Redeployment will take into account accessibility needs of team member where those needs are known.		
Potential Future Barriers:	Receiving up-to-date information regarding employee accessibility requirements.		
Responsible Authority:	Helene Bilodeau		
Results:			

Customer Service Standards

Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Policy has been completed and was recently reviewed to ensure compliance.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Documents have been completed and were recently reviewed to ensure compliance.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			

Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Members of the public are not currently permitted access. Those who are permitted will be allowed access with a service animal except where excluded by law.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Members of the public are not currently permitted access. Those who are permitted will be allowed access with a support person where required.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			

Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	As per policy, notice of temporary disruption of services will be provided where required.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	November 2015
Current Barriers:	None.		
Plan to Meet Requirements:	Documentary notice will be provided on-site and electronically when required.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	We are using Hrdownload for the training requirements. Manual records and electronic records have been maintained.		
Potential Future Barriers:	Make sure that our new hires are trained, and records are retained on an ongoing basis.		
Responsible Authority:	Helene Bilodeau		
Results:	All our team members familiar with our policies.		

Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:	Ongoing
Current Barriers:	None.		
Plan to Meet Requirements:	Training to be updated as needed		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Compliance Deadline:	Completed
Current Barriers:	None.		
Plan to Meet Requirements:	Feedback processes are available on site at Brampton location and on-line.		
Potential Future Barriers:	None.		
Responsible Authority:	Helene Bilodeau		
Results:			
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	Ongoing
Current Barriers:	None at the present.		
Plan to Meet Requirements:	Are prepared to accept request from the general public and team members and to provide information in accessible formats/with communication supports where possible, or otherwise accommodate.		
Potential Future Barriers:	Unknown		
Responsible Authority:	Helene Bilodeau		
Results:			

Review and Update

This document was created on May 7, 2021 and must be reviewed and updated by May 7, 2026.