



Multi-Year Accessibility Plan

Centennial is committed to treating all people in a way that allows them to maintain their dignity and independence. 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 Accessibility for Ontarians with Disabilities Act.

This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Centennial Windows & Doors has completed the following accessibility initiatives.

Customer Service

- We ensure that our employees are trained on how to interact with people who use assistive devices.
- We communicate with people that have disabilities in ways that consider their disability.
- We welcome people with disabilities and their service animals.
- We welcome people with disabilities and their accompanying support persons.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Centennial notifies customers promptly via our website and at the entrance of the applicable showroom.
- We provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training is also provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.
- Employees are trained on accessible customer service within two weeks of being hired.
- Employees are also trained when changes are made to our Accessible Customer Service Plan.

Information and Communications

Centennial is committed to meeting the communication needs of people with disabilities.

- The content on our website conforms to WCAG 2.0, Level AA.
- Feedback processes are accessible to staff with disabilities upon request. Feedback is made available in multiple formats such as telephone, email, mail and in-person.
- We ensure that all publicly available information is accessible upon request. We let the public know that multiple formats are available by request, and consult with people who request accessible information to figure out how to best meet their needs.

Employment

Centennial is committed to fair and accessible employment practices.

- We let job applicants know that we will accommodate disabilities during the selection process.
- If job applicants request accommodation, we consult with them and make adjustments that best suit their needs.
- We develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- We consider the needs of employees with disabilities when using performance management and career development, by reviewing employees' accommodation plans and making performance planning documents available in accessible formats.
- We installed a chair lift for disabled employees working at our head office location.

Training

- Centennial provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.
- Centennial has trained staff on accessible customer service and has created an ongoing process to train new staff with regards to the customer service standard.

Design of Public Spaces

Centennial will meet the Accessibility Standards for Design of Public Spaces when building or making major modifications to public spaces, such as showrooms.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

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