

MULTI-YEAR ACCESSIBILITY PLAN (2016-2021)

Introduction

This multi-year plan outlines Robillard Hearing Centres' ("Robillard") strategy for preventing and removing barriers to address the current and future requirements of the *Integrated Accessibility Standards*, Regulation 191/11 to the *Accessibility for Ontarians with Disabilities Act* ("AODA"), and to fulfill Robillard's commitments, as outlined in our Accessibility Policy.

General Requirements

In accordance with the requirements of the *Integrated Accessibility Standards*, Robillard will:

- Develop, implement, and maintain policies on its measures and efforts to achieve accessibility;
- Ensure that any written policies are available to the public in an accessible format, upon request;
- Establish, review, and update this Plan at least once every five years;
- Post this Plan on its website; and
- Provide this Plan in an accessible format upon request.

Required legislative compliance: January 1, 2014

Training

Commitment

Robillard will provide training to employees and other staff members regarding the requirements of the *Integrated Accessibility Standards* and on the Ontario *Human Rights Code*, as it pertains to persons with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will:

- Determine and ensure that appropriate training on the requirements of the *Integrated Accessibility Standards* and on the Ontario *Human Rights Code*, as it pertains to persons with disabilities, is provided to employees in a way that best suits their duties
- Ensure that the training is provided as soon as practicable;

- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided; and
- Ensure that the training is provided on any changes to the prescribed policies on an ongoing basis, as needed.

Required legislative compliance: January 1, 2015

Information and Communication Standards

Commitment

Robillard is committed to meeting the communication needs of persons with disabilities. Robillard will consult with people with disabilities to determine their information and communication needs.

1. Feedback

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities, and will notify the public of same. Individuals will have the option of providing feedback in person, via email, by phone, or in writing.

Required legislative compliance: January 1, 2015

2. Publicly Available Information

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will provide or arrange for the provision of accessible formats, upon request, in a timely manner.

More broadly, as a general principle, where accessible formats and communication supports for persons with disabilities are requested, Robillard will:

- Provide or arrange for the provision of such accessible formats and communication supports;
- Consult with the person making the request to determine the suitability of the accessible format or communication support;

- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person’s accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; and
- Notify the public about the availability of accessible formats and communications supports.

Required legislative compliance: January 1, 2016

3. Accessible Emergency Information

Commitment

Robillard is committed to providing customers and clients with publicly available emergency information in an accessible format, upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Planned Action

Robillard will implement the following measures:

- Emergency procedures, plans, and public safety information that are prepared by Robillard and made available to the public will be made available in an accessible format, upon request;
- Individualized workplace emergency response information measures for employees with disabilities will be developed, as required;
- Where required, Robillard will provide assistance to specific disabled employees, with the disabled employee’s prior consent, to help them evacuate the workplace in case of an emergency or disaster;
- Individualized emergency plans will be communicated to employees’ respective managers, on an “as needed” basis; and
- On an ongoing and regular basis, in accordance with the *Integrated Accessibility Standards*, Robillard will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility needs continue to be addressed.

Required legislative compliance: January 1, 2012

4. Accessible Website and Web Content

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will:

- Ensure that its internet websites and web content that are controlled within Ontario conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0;
- Advise staff responsible for websites and web content of the requirements of the *Integrated Accessibility Standards*; and
- Expand corporate awareness of requirements for compliance with Information and Communication Standards of the *AODA*.

Required legislative compliance: January 1, 2014 (WCAG 2.0 Level A – new internet websites and web content); January 1, 2021 (WCAG 2.0 Level AA – all internet websites and web content, but for exclusions set out in the *Integrated Accessibility Standards*)

Employment Standards

Commitment

Robillard is committed to fair and accessible employment practices.

1. Recruitment

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will take the following steps to notify the public and staff that, when requested, Robillard will accommodate people with disabilities during the recruitment and assessment process, and once individuals are hired:

- Review and modify, as necessary, existing recruitment policies, procedures, and processes;
- On its website and on job postings, specify that accommodation is available for applicants with disabilities;
- Notify job applicants, when individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process;
- If an applicant requests accommodation, consult with the applicant and arrange for suitable accommodation in a manner that takes into account the applicant's individual accessibility needs;
- Include information about accommodation policies into offers of employment; and
- Provide newly-hired employees with copies of accommodation policies.

Required legislative compliance: January 1, 2016

2. Individual Accommodation Plans / Return to Work Processes

Commitment

Robillard will incorporate the requirements under the *Integrated Accessibility Standards* to ensure that we have a process for developing individual accommodation plans and return to work policies for employees who have been absent due to disability.

Planned Action

Robillard will include in our policies the steps that we will take to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to a disability. Robillard will review and assess existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Robillard will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the *Integrated Accessibility Standards*:

- The manner in which the employee requesting accommodation can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which Robillard can request an evaluation by an outside medical or expert, at Robillard's expense, to assist in determining if and how the accommodation can be achieved;
- Steps to protect the privacy of the employee's personal information;
- An outline of the frequency with which the individual accommodation plans will be reviewed and updated, and the manner in which this will be done;
- The reasons for the denial if an individual accommodation plan is denied; and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.

When individualized accommodation plans are established, Robillard will ensure that they include:

- Required individualized workplace emergency response information;
- Any information regarding accessible formats and communication supports that have been provided for or arranged, to provide the employee with information

required to perform the employee's job and information generally available to employees in the workplace; and

- Any other accommodation that is to be provided to the employee;

Required legislative compliance: January 1, 2016

3. Performance Management, Career Development and Redeployment

Commitment

Robillard will take into account the accessibility needs and the disabilities of an employee, as well as individual accommodation plans when:

- Using its performance management process;
- Providing career development and advancement; and
- Redeploying employees.

Planned Action

In accordance with the *Integrated Accessibility Standards*, Robillard will:

- Review, assess and, as necessary, modify existing policies, procedures, and practices to ensure compliance with the *Integrated Accessibility Standards*;
- Take into account the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, when:
 - Assessing performance;
 - Managing career development and advancement; and
 - Redeploying employees.

Required legislative compliance: January 1, 2016

4. Workplace Information

Planned Action

Robillard will provide workplace information in an accessible format if an employee asks for it. This includes:

- Any information required by employees to perform their jobs (e.g. job description and manuals); and
- General information that is available to all employees at work (e.g. company newsletters, bulletins about company policies, and health and safety information).

Required legislative compliance: January 1, 2016

Robillard will provide accessible emergency information to employees when we become aware that an employee may require accommodation in an emergency.

Required legislative compliance: January 1, 2012

Proposed Accessibility Standards for the Design of Public Spaces

Commitment

Robillard will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. In the event of a service disruption, Robillard will notify the public of the service disruption and alternatives available.

Planned Action

Robillard will advise staff responsible for public spaces of the requirements of the *Integrated Accessibility Standards*.

Required legislative compliance: January 1, 2017

For Further Information

If you have questions, comments, or suggestions on this Accessibility Plan, please contact Gail Beattie, Manager of Human Resources and Operations, at gail@hearingisbelieving.com.

Accessible formats of this document are available free upon request.