

CENTERLINE (WINDSOR) LIMITED

Policy No.: HR-081

Effective Date: November 2013

Review Date: November 2015, November 2016, January 2020, January 2021

INTEGRATED ACCESSIBILITY STANDARDS POLICY

1. Intent

- 1.1 The following policy is established to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- 1.2 These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

2. Commitment

- 2.1 Centerline (Windsor) Limited is committed to providing a barrier-free environment for our employees, customers, students, visitors, job applicants, suppliers, and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation.
- 2.2 Centerline has a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

3. Accessibility Plan

- 3.1 Centerline will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.
- 3.2 The Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the company's website. Upon request, Centerline will provide a copy of the Accessibility Plan in an accessible format.

4. Training Employees

- 4.1 Centerline will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities to all its employees. New employees will be trained at orientation and a record will be kept of training received.

5. Feedback

- 5.1 Centerline will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

6. Self-Service Kiosks

- 6.1 Centerline will have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

7. Accessible Formats and Communication Support

- 7.1 Upon request, Centerline will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that take in to account the person's accessibility needs due to disability.
- 7.2 Centerline will consult with the person making the request in determining the suitability of an accessible format or communication support.

8. Accessible Websites and Web Content

- 8.1 Centerline will ensure that our Internet website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

9. Recruitment

9.1 Centerline will notify its employees and the public about the availability of policies and accommodation for applicants with disabilities in its recruitment process. If a successful applicant requests an accommodation, Centerline will consult with the applicant and provide, or arrange for the provision of a suitable accommodation in a manner that takes in to account the applicant's accessibility needs due to disability.

10. Accessible Formats and Communication Supports for Employees

10.1 Upon the request of an employee with a disability, Centerline will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

11. Workplace Emergency Response Information

11.1 Centerline will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and if Centerline is aware of the need for accommodation due to the employee's disability. Centerline will provide this information as soon as practicable after becoming aware of the need for accommodation.

11.2 Where the employee requires assistance Centerline will, with the consent of the employee, provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.

11.3 Centerline will review the individualized workplace emergency response information when the employee moves to a different location in the organization or when the employee's overall accommodation needs or plans are reviewed.

12. Documented Individual Accommodation Plans

12.1 Centerline will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required).

13. Return to Work Process

- 13.1 Centerline maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.
- 13.2 The return to work process outlines the steps Centerline will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. *Workplace Safety Insurance Act, 1997*).

14. Performance Management, Career Development and Advancement & Redeployment

- 14.1 Centerline will take in to account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

15 Questions about this policy

- 15.1 This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communication and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

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