

## Angus Consulting Management Limited – Multi-Year Accessibility Plan

### Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA develops, implements and enforces accessibility standards so that goods, services, facilities, accommodations, employment, buildings, structures and premises are accessible to persons with disabilities. The AODA intends to achieve an accessible Ontario by January 1, 2025, and in order to achieve this, mandatory standards have been implemented. The standards include the **Customer Service Standard – Ontario Regulation 429/07** and **Integrated Accessibility Standard Regulation (ISAR) – Ontario Regulation 191/11**.

#### Customer Service Standard

ACML ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability. ACML has developed a policy, practices, procedures as well as the provision of training for staff. ACML has also developed feedback processes to respond to inquiries and suggestions received by phone, email, mail, fax and through our website. As changes in legislation occur, ACML will continue to ensure compliance with the Customer Service Standard. All applicable employees are trained in the Customer Server upon orientation, and a summary of the contents is available upon request.

#### Integrated Accessibility Standard Regulation

As part of the mandate to improve accessibility, IASR includes the standards of General Requirements, Information & Communication, Employment, Design of Public Spaces and Transportation. Currently, the Design of Public Spaces and Transportation is not applicable to ACML.

To ensure compliance, ACML has developed a multi-year plan that will lay out the roadmap to meeting the obligations and maintain compliance up to the year 2021, as set out in the Integrated Accessibility Standards Regulation (IASR).

#### Statement of Commitment

ACML is committed to providing services in an accessible manner as outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This includes creating equal opportunity for people with disabilities, respecting their dignity and independence, and enhancing services to meet the criteria set out in the AODA legislation. ACML will achieve compliance by identifying and removing barriers that impede a person's ability to access goods and services, ensuring everyone is provided with equal opportunities whenever they interact with our employees.

ACML will ensure that its policies, practices and procedures are consistent with the following core principles outlined in the AODA:

**Dignity** – Goods and services will be provided in a manner that is respectful to the person with a disability, and they will not be treated as an afterthought or force them to accept lesser service, quality or convenience.

**Independence** – Accommodating a person's disability means respecting their independence, right to do things in their own way, for themselves and without unnecessary assistance. This includes choosing the way they wish to receive goods and service.

**Integration** – Wherever possible, services will be provided in a manner that enables individuals to benefit from the same services, in the same place and in the same or similar way as others. This may require alternative formats and flexible approaches to consider what else can be done to achieve inclusiveness.

**Equal Opportunity** – Service will be provided to persons with disabilities in a way that their opportunity to access services and resources is equal to that given to others, and in such a way that they do not need to exert significantly more effort than others for the service.

**General Principles**

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- 1) General Requirements
- 2) Information and Communications Standard
- 3) Employment Standards

Please note that in addition to the plan being available for the public on our website, upon request it can be available in an accessible format.

STANDARD	REQUIREMENT	COMPLIANCE DATE	ACTION	STATUS
<b>Part 1 - General Requirements</b>				
Accessibility Policy	-Develop, implement and maintain an accessibility policy that outlines the organization's commitment to meeting the Integrated Accessibility Standards Regulations (IASR) and the needs of people with disabilities.	January 1, 2014	-Customer Service Standard policy and Statement of Commitment posted on company website and HR Guidelines.	Complete
	-Make policy available to the public. Provide copies in an accessible format upon request.		-Available in other formats upon request	Complete
Multi-Year Accessibility Plan	-Develop, implement, document and maintain a multi-year accessibility plan.	January 1, 2014	-Multi-year accessibility plan developed and posted on company website; available in other formats upon request	Complete
	-Post multi-year plan on company website and provide copies in an accessible format upon request.			Complete
	-Review and update the plan every five (5) years.	January 1, 2019	Complete	

Training	Train all employees on the Customer Service Standard policy, the Integrated Accessibility Standards Regulations (IASR) and the Ontario Human Rights Code.	January 1, 2015	-Training program established through 3 <sup>rd</sup> party vendor and in use for all employees upon hire. Following completion of training, testing of knowledge is conducted.	Complete & Ongoing (new hires, refresher training, etc.)
	Maintain training records for all employees on the course completion and date of training.		-Online tracking of completed training in use	Complete & Ongoing (new hires, refresher training, etc.)
Reporting	File One-Source online report.	January 1, 2015	-Filed online	Complete
<b>Part 2 - Information and Communication Standards</b>				
Accessible Websites and Web Content	Meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A.	January 1, 2014 to	-In progress; review ACML website	Complete; Lighthouse report confirmed 100% accessibility with WCAG 2.1 compliant.
	Update web content to conform to WCAG 2.0 Level AA, other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).	January 1, 2021	-Identify new website and new content  -Develop plan that incorporates WCAG Level A compliance for new content	
Feedback Process	Establish feedback process in policy that meets the requirements of the IASR.	January 1, 2015	-Website Contact Us page in use in addition to other feedback methods (phone, mail, email, fax, in-person).	Complete
Accessible Formats and Communication Supports	Inform the public that ACML will make information accessible upon request. Upon request, work with the individual to determine how to meet their needs, as soon as possible.	January 1, 2016	-Per AODA policy and Statement of Commitment on website, accessible formats and communication may be provided in a timely manner, without any additional costs upon request.	Complete and available upon request
Self-Service Kiosks	Consider accessibility needs in the design, procurement	January 1, 2015	-Not applicable	Not applicable

	and location of self-serve kiosks			
<b>Part 3 - Employment Standards</b>				
Recruitment and Selection	Review and update existing recruitment policies and procedures to establish methods to accommodate applicants with disabilities.	January 1, 2016	-Notify employees and public of the availability of accommodation for applicants with disabilities in the recruitment process  -Existing recruitment policies to be reviewed	Complete
	Specify on job postings that accommodation is available for applicants with disabilities.		-Job posting template to include accessibility statement	Complete
	Inform applicants that ACML ensures accommodation is available at any time during the interview, selection, and job offer stage of the recruitment process.		-Communicate with applicants prior to their interview.	Complete
	If an applicant requests accommodation at any stage during the recruitment process, ACML will arrange for the provision of suitable accommodation in a manner that takes into account the applicant's needs due to their disability.		-Update recruitment policy and procedure to provide suitable accommodation as requested.	Complete
	At the time of presenting an offer of employment, ACML shall inform the successful applicant of its IASR policies and procedures.		-Update recruitment policy and procedure to provide potential candidate with IASR policies and procedures.	Complete and ongoing
Performance Management, Career Development and Advancement	Ensure all activities related to performance management, career development and advancement take into account the accessibility needs of the person with a disability, as well as,		-Update Performance Management policy, and create Succession Management policy, that takes into consideration persons with disabilities	Ongoing

	individual accommodation plans.		and required accommodation.	
Processes to Support Employees on Individual Accommodation Plans	Develop processes for individual employee accommodation plans; return to work plans following an absence due to disability. Make performance management, career development, and job changes accessible to employees.		-Work with 3 <sup>rd</sup> party disability adjudicator to develop accessible return to work plans.	Complete and ongoing
Workplace Emergency Response Information	Provide individualized workplace emergency response information to employees who identify themselves as a person with a disability.	January 1, 2012	-Individual workplace emergency plans available upon request.	Complete
Information for Employees Regarding Support	Inform staff about the organization's policies for supporting employees with disabilities and make information accessible to employees with disabilities upon request.	January 1, 2016	-Ongoing training of staff on AODA policies and procedures; provide policies and procedures on company website and employee portal	Complete and ongoing
<b>Part 4 – Design of Public Spaces</b>				
There is no new construction or redevelopment planned at this time, nor ACML does not own the building in which we are a tenant, therefore, this standard is not applicable. However, should ACML establish plans for new construction or redevelopment, these will meet the Accessibility Standards for the Design of Public Spaces.			Not applicable	
<b>Part 5 - Transportation</b>				
ACML is not involved in the transportation of people, and therefore, this standard is not applicable.			Not applicable	