

## Arconas (AODA) - Multi- Year Accessibility Plan

### Overview

Arconas' Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the *Integrated Accessibility Standards Regulation (IASR)*.

Arconas will review and update this plan at least once every five (5) years or more frequently if required.

### Statement of Commitment

Arconas strives at all times to provide its goods, services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

Questions or concerns regarding Arconas' Accessibility Policy and Multi-Year Accessibility Plan are to be directed to Human Resources or submitted via email at:

**Online:**

[www.arconas.com](http://www.arconas.com)

jobs@arconas.com

**Mail:**

Arconas

Human Resources Manager

5700 Keaton Crescent

Unit #1

Mississauga, Ontario

L5R 3H5

**Phone:**

Human Resources Manager

905 272 0727

### Part I: Customer Service Standard

Initiative	Requirement	Action	Status	Compliance Date
Establish Accessible Customer Service Policy	Every organization is required to establish policies and actions on accessible customer service	Customer Service Standards Policy posted on Arconas website	Completed/Ongoing	January 1, 2012

Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and those involved in policy development, receive training on accessible customer service	<ul style="list-style-type: none"> <li>• Develop and implement appropriate training materials and ensure it is provided to all employees and volunteers</li> <li>• Ensure training is provided to those listed as soon as practicable</li> <li>• Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>• Ensure that any training is provided on any changes to programs</li> </ul>	Completed/Ongoing	January 1, 2015
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**Part II: Integrated Standards – General Requirements**

Initiative	Requirement	Action	Status	Compliance Date
Establish Multi-Year Accessibility Plan	Every organization is required to establish policies and actions on how the organization will achieve accessibility by meeting requirements outlined in the Integrated Standards	Multi-Year Plan posted on Arconas website	Completed/Ongoing	January 1, 2014
Training	Every organization is required to ensure all employees and individuals that provide goods or service to members of the public or other third parties on its behalf, and those involved in policy development, are trained on the requirements of the Integrated Standards and the Human Rights Code as it pertains to individuals with disabilities.	<ul style="list-style-type: none"> <li>• Develop and implement appropriate training materials and ensure it is provided to all employees and volunteers</li> <li>• Ensure training is provided to those listed as soon as practicable</li> <li>• Keep and maintain a record of the training provided, including the dates training was provided and to whom it was provided to</li> <li>• Ensure that any training is provided on any changes to these programs</li> </ul>	Completed/Ongoing	January 1, 2015

### Part III: Information and Communication Standard

Initiative	Requirement	Action	Status	Compliance Date
Emergency Procedures, Public Emergency Safety Information	Every organization must ensure that emergency procedures and public emergency safety information is made available to the public, and in an accessible format or with appropriate communication supports, as soon as practicable, upon request	All emergency procedures will be continuously reviewed and monitored and made available in accessible format, upon request	Ongoing (based on public's needs)	January 1, 2012
Accessible Websites and Web Content	Large organizations' websites must conform to the WWW Consortium Web Content Accessibility Guidelines (WCAG 2.0) Level A, increasing to Level AA	<ul style="list-style-type: none"> <li>Our newly refreshed website and all newly refreshed websites that Arconas operates conform to Level A of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0)</li> <li>All Arconas websites including those of all our Ontario Practices will comply with WCAG 2.0 Level AA by 2021</li> </ul>	Completed  In Progress	January 1, 2014  January 1, 2021
Feedback	Every organization must ensure its feedback processes are accessible to individuals with disabilities	Ensure that the process for receiving and responding to feedback is accessible to people with disabilities by providing alternative formats, upon request, and informing all employees on how to obtain alternate formats	Completed	January 1, 2015
Accessible formats and communication supports	Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account relevant accessibility needs and is at a cost that is not more than the regular cost charged to other persons. Consult with the person making the request in determining the suitability of an accessible format or communication support. Notify the public about the availability of accessible formats and communication supports upon request		Completed/Ongoing	January 1, 2016

## Part IV: Employment Standard

Initiative	Requirement	Action	Status	Compliance Date
Workplace Emergency Response Information	individualized workplace emergency response information must be provided to any employee that has a disability that requires accommodation	<ul style="list-style-type: none"> <li>Alternative and individualized emergency preparedness plans are provided to the employee with the disability</li> <li>Review the individualized plan when the employee moves locations, when the employee's disability has changed and when Arconas reviews its general emergency response information</li> </ul>	Ongoing (based on employee needs)	January 1, 2012
Recruitment	<ul style="list-style-type: none"> <li>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.</li> <li>Notify applicants that accommodations are available upon request, consult with the applicant and arrange for accommodation that takes into account their disability</li> <li>When making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Review and modify existing recruitment, assessment, and selection procedures</li> <li>Inform applicants that accommodation is available during the recruitment process and specifying the same in all job postings and on the careers section of Arconas website</li> <li>Accommodation is available for those during interviews, any selection materials utilized and upon making offers of employment</li> <li>Develop appropriate training to those involved in recruitment and selection process</li> </ul>	Ongoing	January 1, 2016
Informing Employees of Supports	Inform current and new employees of AODA Policies to accommodate those with disabilities. Inform employees whenever there is a change to existing policies	<ul style="list-style-type: none"> <li>Develop a communication plan to educate and advise Arconas employees on Arconas' accessibility policies via email</li> <li>Accessibility policies to be included into all onboarding processes</li> </ul>	Ongoing	January 1, 2016
Individual Accommodation Plans/Return to Work Process	<ul style="list-style-type: none"> <li>Employers shall develop written process for development of documented individual accommodation plans for employees with disabilities.</li> <li>Employers must develop a return to work process for those who have been absent due to a disability</li> </ul>	<ul style="list-style-type: none"> <li>Arconas will develop a standard process for the development of individualized return to work plans that complies with the parameters of the AODA.</li> <li>Arconas will develop a return to work process specifically for those who have been absent due to a disability</li> </ul>	Completed/Ongoing	January 1, 2016

Performance Management , Career Development , Advancement and Redeployment	Employers shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans during its performance management process, career development/advancement opportunities, and redeployment of employees with disabilities.	<ul style="list-style-type: none"> <li>• Arconas will review, and modify existing policies to performance management, career development and redeployment</li> <li>• Ensure all training materials are developed with accessibility features</li> </ul>	Completed/Ongoing	January 1, 2016
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## AODA: Employment Standard

### **Workplace Emergency Response Information**

Arconas shall ensure that all employees with disabilities are provided with workplace emergency response information in writing, upon request and as soon as practicable after becoming aware of the need for such information. Arconas will also review the individualized workplace emergency response information when the employee moves locations, or when Arconas makes any changes to its emergency response policies. The information will be shared with others only as required by legislation or to otherwise ensure safety.

### **Recruitment**

Arconas shall take the following steps to notify team members and the public about the availability of accommodations for applicants with disabilities as follows:

- During the recruitment process, Arconas will notify the public and prospective applicants that we are an accessible employer and will make appropriate accommodations for candidates with disabilities throughout the recruitment process. This statement will be outlined in the careers section of the [www.arconas.com](http://www.arconas.com) website.
- During the interview stage, all candidates will be asked if they require accommodations for the interview. If an accommodation is requested, Arconas will consult with the candidate and provide or arrange for the provision of suitable accommodation that takes into account the person's disability.
- If Arconas makes an employment offer, the candidate will be notified at the time of offer of Arconas' policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

Arconas shall inform its current and new team members of its policies related to AODA to accommodate those with disabilities. Arconas shall inform its team members whenever there is a change to existing policies that take into account team members' accessibility needs due to a disability.

### **Accommodation and Return to Work**

Arconas shall develop and put in place a process for developing individual accommodation plans and return to work plans for employees with disabilities. Please refer to the Return to Work and Accommodation Policy for additional information.

Arconas shall ensure that Individual Accommodation Plans meet the requirements of AODA and the Ontario Human Rights Code.

### **Performance Management, Career Development, Advancement and Redeployment**

Arconas shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during its performance management process, career development/advancement opportunities, and redeployment.

### **Accessible Formats and Communication Supports**

Arconas will provide employees with information in accessible formats and with communication supports upon request.