

## Accessibility Plan and Policies for A49 in Canada

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This accessibility plan for 2014-21 outlines the policies and actions that A49's Ontario region will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

A49 in Canada 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.

### **Accessible Emergency Information**

A49 in Canada is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

### **Training**

A49 in Canada will provide training to its employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. A49 will take the appropriate and required steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

### **Information and Communications**

A49 is committed to meeting the communication needs of people with disabilities. A49 will take all reasonable steps to ensure websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014** and level AA by **January 1, 2021**.

A49 will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016** and feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

1. Review all requirements and timelines
2. Train all relevant staff accordingly
3. Develop standards for new content and for feedback processes

**Employment**

A49 is committed to fair and equitable employment practices. We will take the following steps to notify the public and staff that, when requested, A49 will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

1. All job postings will have information regarding our Accessibility policies
2. All candidates will be notified in advance of an interview of the policies and reasonable requests will be accommodated.

A49 will take the following steps to develop and put in place a process for creating individual accommodation plans and return to work programs for employees that have been absent due to a disability.

1. Implementing a formal and documented Return to Work program
2. Implementing a formal and documented Individual Accommodation Policy

A49 will ensure that the needs of employees with disabilities are taken into account when using performance management, career development, and redeployment processes. A49 will take all reasonable steps to prevent and remove accessibility barriers identified.

For more information on this accessibility plan please contact:  
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