



## Multi-Year Accessibility Plan

This accessibility plan outlines the procedures and actions that R.V. Anderson Associates Limited (RVA) have put in place to improve opportunities for people with disabilities.

### 1.0 Statement of Commitment

RVA 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.

### 2.0 Accessible Emergency Information

RVA is committed to providing 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 necessary.

### 3.0 Training

RVA will provide training to employees, volunteers and other staff members 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, volunteers and other staff members.

RVA will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

- As per RVA's Customer Service Policy Statement: Providing Services to Customers with Disabilities, Section 6.0 Training Staff which states:

*R.V. Anderson Associates Limited will provide training to all employees, volunteers and others who deal with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures.*

*This training will be provided within 10 days after staff commence their duties. Training will include the following:*

- *The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.*
- *How to interact and communicate with customers with various types of disabilities.*
- *How to interact with customers with disabilities who use an assistive device or require the assistance of a service animal or support person.*
- *What to do if a customer with a disability is having difficulty in accessing R.V. Anderson Associates Limited's services.*
- *R.V. Anderson Associates Limited's policies, practices and procedures relating to the customer services standard.*

*Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to customers with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.*



#### **4.0 Information and Communications**

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

RVA will take the following steps to make all new websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level A, a guideline on how to make online content accessible to people with disabilities, by January 1, 2014:

- As content is updated, on a regular basis, conformance to the WCAG 2.0 Level A guidelines will be implemented.
- As new pages are created, these pages will conform to WCAG 2.0, Level A.

RVA will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- As per RVA's Customer Service Policy Statement: Providing Services to Customers with Disabilities Section 7.0 Feedback Process which states:

*The ultimate goal of R.V. Anderson Associates Limited is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.*

*Feedback regarding the way R.V. Anderson Associates Limited provides services to customers with disabilities can be made by email, verbally, feedback form. All feedback will be directed to the President. Customers can expect to hear back in 5 business days.*

RVA will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- All publicly available information will be made available by email, verbally or as content on the website.

RVA will take the following steps to make all websites and content conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA by January 1, 2021:

- We are committed to updating, revising and creating new content pages on our websites to conform to WCAG 2.0, Level AA.

#### **5.0 Employment**

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

- Include in all recruitment ads, and on the RVA Career website, that "Accommodation will be provided in all parts of the hiring process. Applicants please make your needs known in advance."



RVA will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- With all parties involved (employee, staff manager, and human resources) discuss and create a written, individual, accommodation plan. This plan will be reviewed by the Joint Health and Safety Committee on a quarterly basis, or sooner if warranted or later if mutually agreed, to make sure that the plan is working for all parties.

RVA will take the following steps to prevent and remove other accessibility barriers identified:

- We commit to making any necessary accommodations, preventing and removing accessibility barriers by education and awareness training.

### **For more information**

Please contact Francesca Willoughby, Vice President, Corporate Services for more information on the accessibility plan at:

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Accessible formats of this document are available free upon request.