

## Accessibility Policy and Plan

### *Statement of Commitment*

Robertson Bright Inc. (“RBI”) is committed to excellence in serving all of our clientele, including those with disabilities. RBI respects the dignity, uniqueness and independence of all individuals. As an organization, we are committed to meeting the needs of our clients, employees and those we interact with in a timely manner. We will accomplish this by providing appropriate training, removing barriers to accessibility where practical and meeting the requirements of the Integrated Accessibility Standards Regulation and the Accessibility Standards for Customer Service regulation as it applies to RBI.

### *Training*

RBI will provide training to our team members who deal with the public and who interact with other organizations; where it is practical, the training will specifically address accessibility standards and the Human Rights Code with respect to those with disabilities. Accessibility and disability awareness training will typically be provided to staff during the first few weeks of employment, as practical, as part of the onboarding and orientation program at RBI.

The accessibility orientation provided by RBI will be conducted in a manner considerate of the roles and responsibilities respective of the organization, with training being revisited as needed, and a record maintained detailing the time of the training and those in attendance. Part of the training basics can be found at: <http://curriculum.org/sae-en/index.php> and will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, and the requirements under the customer service standard;
- A review of RBI’s accessible service plan;
- An overview of how to interact and communicate with individuals who may have a disability based on the nature of the disability;
- How to interact with an individual with a disability who may require the use of an assistive device, or the assistance of a support person or service animal;
- The steps to follow if an individual with a disability has difficulty accessing services that may be offered by RBI.

### *Customer Service*

**Assistive Devices:** RBI is committed to ensuring that affected members of the RBI team are familiar with the various assistive devices employed by individuals with disabilities that we may interact with.

**Communication:** RBI commits to promoting and respecting the independence and dignity of people with disabilities. To facilitate this, we will communicate with individuals in a manner that considers that person's disability, if any.

**Service Animals:** Service animals are permitted in all public areas at Robertson Bright Inc.

**Support Persons:** A support person who accompanies an individual with a disability is permitted in any area that a person with a disability is permitted access.

**Service Disruptions:** In the event of a planned or unexpected disruption to services or facilities that impact those with disabilities, RBI will promptly notify those impacted. A clearly posted notice will include information about the disruption, the anticipated length of time of the disruption and a description of any alternate facilities or services that may be available.

### *Communications and Information*

RBI is committed to providing or arranging for the most appropriate communication support or accessibility format for individuals with a disability that respectfully considers that person's accessibility needs and the individual's disability. Where and whenever possible the individual making the request for accessible information or communication will be consulted to ascertain the most suitable communication support or accessibility format.

If an employee with a disability requests accessible communication or formats that are currently unavailable in an accessible format, RBI will arrange for the provision of such information or formats to fulfill the request. The person seeking the accessible format or communication will be consulted to determine the most suitable support protocol.

RBI will strive to ensure that all major website revisions, new websites and significant new website content created after December 2014 for or by RBI for RBI websites will be in conformance with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

### *Employment*

RBI desires to uphold fair and accessible employment practices. Upon request, RBI will accommodate individuals with disabilities during the recruitment, assessment and orientation process. RBI will include verbiage in job postings to advise applicants that accommodations for those with disabilities will be made available should such be necessary.

RBI is further committed to developing individual accommodation plans for employees with disabilities, as well as early and safe return-to-work plans for members of the RBI team who have been absent due to an injury or illness. RBI has a Return to Work program that evaluates functional abilities of injured individuals and seeks to

match suitable temporary, modified work with the abilities of the individual. The same protocol will be followed when creating or developing individual accommodation plans for those with disabilities.

### *Emergency Information*

RBI is committed to providing individualized emergency response information to an employee with a disability when such a response is requested and necessary.

### *Feedback Process*

Those who wish to provide feedback to RBI with respect to accessibility at RBI, or how RBI interacts with individuals with a disabilities, can do so through a number of different accessible formats including:

**Email:** [IreneM@rbigroup.net](mailto:IreneM@rbigroup.net)

**Telephone:** 1-877-813-3005

**In Person or Written:** 2875 Argentia Road, Unit 1, Mississauga, Ontario L5N 8G6

All feedback will be reviewed and reported to the management team. An individual who provides feedback can anticipate to receive a response in situations where a response has been requested by the individual providing the feedback. This policy may be available, or may be made available in other accessible formats upon request.

*Identified Barriers and Correction Plan:*

<b>Identified (Possible) Barrier</b>	<b>Correction Plan or Actions Required</b>	<b>Planned Completion Date</b>
RBI Website – Not WCAG 2.0 Level A compliant	All new content and major revisions to be compliant. Developer advised 12/15.	Done
Electronic document creation ... new public documents not accessible.	Train all management who approves new documents to check for Accessibility Compliance with new documents.	December 2015
Front desk kiosk for signing in	Assistance is available with front desk staff.	Done
Policy and procedure understanding.	All management to be trained on the policy and requirements.	December 2015
Disabilities of staff not known.	New hire documentation has included accommodation provision and questions.	Done