

AODA – INTEGRATED ACCESSIBILITY STANDARDS POLICY

Robinson Consultants Inc. is committed to creating an accessible organization by removing barriers for people with disabilities.

In accordance with Ontario Regulation 191/11 Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the company ensures that all its employees, prospective employees and those who wish to use our services are able to do so with independence, dignity, integration and equal opportunity.

DEFINITIONS

Accessible formats may include but are not limited to large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.

Communication supports may include but are not limited to, captioning, plain language, sign language and other supports that facilitate effective communications.

MULTI-YEAR ACCESSIBILITY PLAN

Robinson Consultants Inc. will develop, maintain and document a Multi-Year Accessibility Plan outlining the strategy to prevent and remove barriers from its facilities and services, to improve opportunities for persons with disabilities, and to meet its requirements under the AODA and the *Integrated Accessibility Standard*.

The Multi-Year Accessibility Plan will be reviewed and updated every five (5) years and will be posted on the company's website. Upon request, Robinson Consultants Inc. will provide a copy of the Multi-Year Accessibility Plan in an accessible format or with communication supports. The Multi-Year Accessibility Plan will be developed, reviewed and updated in consultation with persons with disabilities.

Robinson Consultants Inc. will prepare annual status reports on the progress of measures taken to implement the company's strategy outlines in its Multi-Year Accessibility Plan.

CUSTOMER SERVICE

Robinson Consultants Inc. is committed to excellence in serving all customers in a way that respects the dignity and independence of people with disabilities.

Robinson Consultants Inc. is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as any customer.

TRAINING

Robinson Consultants Inc. will ensure that training is provided to all employees on the requirements of the *Integrated Accessibility Standards* and the *Human Rights Code* as it pertains to persons with disabilities.

The training will be appropriate to the duties of the person and will be provided as soon as practicable after the person starts their employment or contractual relationship with Robinson Consultants Inc. Updated training will be provided when changes are made to this policy.

Robinson Consultants Inc. will keep records of the training it provides.

INFORMATION AND COMMUNICATION STANDARDS

Feedback

Robinson Consultants Inc. will ensure that its processes for receiving and responding to feedback are made accessible to employees and clients upon request.

Accessible Formats and Communication Supports

Upon request, Robinson Consultants Inc. will provide accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Robinson Consultants Inc. will consult with the person making the request in determining the suitability of an accessible format or communication support.

Robinson Consultants Inc. will make the availability of accessible formats and communication supports publicly known.

Websites and Web Content

Robinson Consultants Inc. will ensure that its website and content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA in accordance with the *Integrated Accessibility Standards*.

EMPLOYMENT STANDARDS

Recruitment

Robinson Consultants Inc. will notify employees and the public about the availability of accommodations for applicants with disabilities in its recruitment process. Applicants will be informed that these accommodations are available upon request for the interview process and for other candidate selection methods. Where an accommodation is requested, Robinson Consultants Inc. will consult with the application and provide a suitable accommodation in a manner that takes into account the applicant's accessibility needs to disability.

Successful applicants will be made aware of Robinson Consultants Inc.'s policies and supports for accommodating people with disabilities.

Employee Supports

Robinson Consultants Inc. will inform its employees of its policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment and whenever there is a change to the existing policies.

Upon the request of an employee with a disability, Robinson Consultants Inc. will consult with the employee to provide accessible formats and communication supports for information that the employee needs to perform their job, and information that is generally available to other employees.

Workplace Emergency Response Information

Where required, Robinson Consultants Inc. will create individualized workplace emergency response information for employees with disabilities. This information will account for the unique challenges created by the individual's disability and the physical nature of the workplace and will be established in consultation with the employee.

Robinson Consultants Inc. will provide the workplace emergency response information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability and will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when Robinson Consultants Inc. reviews its general emergency response policies.

Documented Individual Accommodation Plans

Robinson Consultants Inc. will develop and have in place a written process for developing a documented individual accommodation plan for employees with a disability. The process will include the following elements:

- The way an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The way in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining whether accommodation can be achieved and, if so, how accommodation can be achieved.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the way in which it will be done.
- If an individual accommodation plan is denied, the way in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.

Return-to-Work Processes

Robinson Consultants Inc. will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such process will be documented and must outline the steps that Robinson Consultants Inc. will take to facilitate the return to work and include an individual accommodation plan.

Performance Management, Career Development and Advancement and Redeployment

Robinson Consultants Inc. will consider the accessibility needs and/or individual accommodation plans of employees when implementing performance management processes, providing career development or advancement opportunities.

Robinson Consultants Inc. will consider the accessibility needs of employees with disabilities in the event of redeployment.