

## Multi-Year Accessibility Plan

The AIL Group has developed the following Multi-Year Accessibility Plan which can be made available in an accessible format. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years or whenever changes are made to the plan.

### Training

The AIL Group will provide training on the requirements of the regulation as it relates to a person's duties — and on the Ontario Human Rights Code as it relates to people with disabilities. The training will include the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Integrated Accessibility Standards as it pertains to persons with disabilities. Staff will be trained on an ongoing basis when changes are made to legislation policies, procedures and/or practices/job responsibilities. A record will be kept of the training provided, including dates and number of individuals trained.

### Information and Communications Standard

#### Accessible Formats and Communication Supports

Upon request, The AIL Group will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to a disability.

#### Feedback

The AIL Group will ensure that feedback processes that are in place are accessible. This may include arranging for accessible formats and communication supports upon request. The availability of accessible format and communication supports will be posted on our website.

#### Accessible Websites and Web Content

The AIL Group will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level AA, except where this impracticable.

### Employment Standard

#### Employee Notifications

The AIL Group will inform all employees, both new and existing, of its accessible employment practices, including policies on providing job accommodations that consider an employee's accessibility needs due to disability.



## Recruitment

When advertising job positions, The AIL Group will state that accommodations for job applicants with disabilities are available upon request. When inviting applicants to participate in the selection process, applicants will be advised that accessible accommodations are available upon request to support their participation. When offering a job to a successful applicant, the applicant will be informed of The AIL Group's policies on accommodating employees with disabilities.

## Accessible Formats and Communication Supports for Employees

Upon request by an employee with a disability, The AIL Group will consult with the employee to determine their accommodation needs and how best to accommodate them. The AIL Group shall provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job, and for information that is generally available to employees in the workplace.

## Documented Individual Accommodation Plans

The AIL Group will develop a written process to document individual accommodation plans for employees with disabilities. Upon request and with the employee's participation, The AIL Group will work with the employee with a disability to find appropriate accommodations to meet the individual's accommodation needs. The AIL Group may seek outside expert advice to help determine an employee's accommodation needs. The privacy of personal information will be protected. The plan will be reviewed when the individual's needs change or The AIL Group policy changes.

## Workplace Emergency Response Information

The AIL Group will provide individualized workplace emergency response information to employees with disabilities if the disability makes it necessary and the employer is aware of the need. With the consent of the employee with the disability, The AIL Group will ensure the information is shared with anyone designated to help them in an emergency. This information will be reviewed when the employee with the disability moves to a different location in The AIL Group, his or her overall accommodation needs or plan are reviewed and when The AIL Group reviews the emergency response policies.

## Return-to-Work Process

The AIL Group will develop a process that supports employees who have been absent due to a disability and require disability-related accommodations when they return to work. The return-to-work process will be documented and outline the steps that will be taken to facilitate the employee's return to work and will use a documented individual accommodation plan. This return-to-work process does not replace or override other return-to-work processes created under any other law.



## **Customer Service Standard**

### The Provision of Goods and Services to Persons with Disabilities

The AIL Group will carry out our functions and responsibilities in the following areas:

- *Communication:* We will communicate with people with disabilities in ways that consider their disability.
- *Telephone services:* We will train staff to communicate with customers over the telephone in clear and plain language, and to be mindful of their needs when doing so.
- *Billing:* We are committed to providing accessible invoices to our customers.

### Use of Assistive Devices

The AIL Group will work with persons with disabilities who may need use of their own assistive devices as required when accessing goods and/or services provided by The AIL Group.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures shall be used to ensure the access of goods and services.

### Use of Guide Dogs and Other Service Animals

We are committed to welcoming people with disabilities who are accompanied by a guide dog or other service animal on the parts of our premises that are open to the public and/or other third parties.

### Use of Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter The AIL Group's premises with their support person.

### Notice of Temporary Disruptions in Services and Facilities

In the event there is a temporary disruption in The AIL Group's site facilities or services that are utilized by persons with disabilities, completely or in part, The AIL Group will give staff and third parties notice of the disruption. The notice shall be posted appropriately at the facility in a conspicuous location.

### Notice of Availability and Format of Required Documents

The AIL Group shall notify customers that the documents related to the Accessibility Standard for Customer Service are available upon request and in an accessible format.