



Introduction

Recognizing the history of discrimination against persons with disabilities, the Ontario government enacted the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The purpose of the act is to benefit all Ontarians by developing, implement and enforcing standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, building, structures and premises by 2025.

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations, including Reliable Window Cleaners (Sudbury) Ltd. (RWC), to ensure their workplaces and services are fully accessible to the public and employees, including persons with disabilities.

The Integrated Accessibility Regulation (ISAR) requires every employer with 50 or more employees, to develop and post a Multi-Year Accessibility Plan on their website by January 1, 2014. In accordance with the ISAR, RWC's Multi-Year accessibility plan outlines RWC's comprehensive strategy to prevent and remove barriers to accessibility.

The objective of the Multi-Year Accessibility Plan is to support RWC's compliance with the AODA and the ISAR and RWC's commitment to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

Under the AODA, the following accessibility standards set certain requirements that are applicable to RWC:

- Customer Service,
- Information and Communication,
- Employment, and
- Accessibility Standards for the Built Environment

This document is the accessibility plan for Reliable Window Cleaners (Sudbury) Ltd. (RWC), and it details RWC's strategy for preventing and removing barriers to accessibility and meeting the requirements set out in the Act.



Accessibility Plan

March 2019 Revision (2)

Accessibility

Commitment

RWC 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 persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the ISAR of the AODA

In accordance with the requirements set out in the IASAR, RWC will:

- Establish, review and update this plan in consultation with person with disabilities,
- Post this plan on our website (www.reliableclean.com)
- Report as required on RWC progress of the implementation of this plan,
- Provide this plan in accessible format, upon request, and
- Review and update this plan at least once every five years.



Accessibility Standards for Customer Service

RWC has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies. Regulation 429/07 required private organizations to comply with the Customer Service Standard as of January 1, 2012.

RWC is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. RWC Accessible Customer Service Policy outlines our commitment to accessibility and status of achievements for each area of the Customer Service Standard.

Customer Service Achievements:

RWC has achieved the following requirements of the Customer Service Standard of the AODA:

RWC has created and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

RWC has trained staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

RWC has put the customer service plan in writing, and made the plan available to the public and RWC employees.

- The plan is available in accessible formats, if requested

RWC has reported RWC's progress online by filing an accessibility report with the Minister of Community and Social Services. RWC will comply with the customer service standard by filing an accessibility report on an annual basis.



Information and Communication

RWC is committed to making company information and communications accessible to persons with disabilities. RWC will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;
- More broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
 - Provide or arrange for the provision of such accessible formats and communication supports;
 - Consult with the person making the request to determine the suitability of the accessible format or communication support;
 - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;

In accordance with the IASR, RWC will:

- Ensure development of its next generation digital platform for public websites, mobile applications, in-store media and information technology infrastructure meet AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology;
- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language.
- Make all functionality available from a keyboard.
- For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

RWC will take the following steps to ensure all publicly available information is made accessible upon request:

- Let the public know that we will make information accessible upon request.
- Consult with people who request accessible information to figure out how to meet their needs, as soon as possible.

RWC will take the following steps to make all websites and content conform with WCAG 2.0, Level AA:



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For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems:

- Reversible: Submissions are reversible.
- Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
- Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.



Employment

Recruitment

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

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

Information for Employees

RWC has taken the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. By January 1, 2016, we will:

- Ensures our staff knows about our organization's policies for supporting employees with disabilities.
- Informs our employees about these policies when:
 - this requirement comes into effect for RWC, and;
 - when we hire new employees;
 - when we change the policies.

Processes to Accommodate Employees

RWC 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. By January 1, 2016, we will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
 - have been absent because of a disability, and
 - need some form of disability-related accommodation to return to work.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account it RWC is using performance management, career development and redeployment processes. By January 1, 2016, we will:

- Make performance management accessible by:
 - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed



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- Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and
 - Providing feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.
- When we provide career development opportunities, consider what accommodations your employees with disabilities may need to:
 - learn new skills, or;
 - take on more responsibilities in their current position;
 - consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.



Accessibility Standards for the Built Environment

RWC will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of RWC as required and requested.

Design of Public Spaces

RWC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- Service-related elements like service counters, fixed queuing lines and waiting areas

RWC will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.