

		<i>Integrated Accessibility Standards Multi-Year Accessibility Plan</i> HR-10-02.1	
Original Issued Date: September 2021	Current Version Date: April 2024	Version Code: C	
Originating Department: Human Resources	Prepared by: T. Grant Title: HR Manager	Approved by: M. Mileto Petrazzini Title: CEO	

Policy

Roadtrek Inc. will establish, implement, and maintain a multi-year accessibility plan that outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Accessibility for Ontarians with Disabilities (AODA) Act, 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (Regulation). The Multi-Year accessibility plan will indicate how Roadtrek Inc. intends to implement the legislative timeline requirements and address the removal and prevention of barriers to people with disabilities within Roadtrek Inc.

Purpose

Statement of Organizational Commitment to Accessibility

This plan will assist Roadtrek Inc. going forward in coordinating its efforts to meet the needs of persons with disabilities. This policy is based on the principles of Independence, Dignity, Integration, and Equality of opportunity described in the AODA. This plan will assist the company in meeting the needs of all customers and employees with disabilities and provide a mechanism for planning, reviewing, and evaluating the implementation of the AODA Accessibility Standards to become barrier-free by 2025.

Scope

This Policy applies to all employees of Roadtrek Inc.

Responsibility

It is the responsibility of Roadtrek Inc. to:

- Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers to persons with disabilities.
- Address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.
- Post the plan in a visible place on the premises.
- Provide information relating to the plan in alternate formats upon request.
- Review and update the plan at least once every five years.

It is the responsibility of Human Resources to:

- a). Identify and understand structures, laws, rules, policies, programs, practices, and services of, or applicable to, the company regarding accessibility and barriers to access that people with disabilities may encounter.
- b). Ensure Roadtrek Inc. meets its obligations under the AODA.
- c). Develop and implement an accessibility plan that includes:
 - The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years
 - An annual action plan to eliminate barriers as per established standards and priority

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- d). Evaluate the progress made towards achieving objectives as per AODA target dates and completion dates.
- e). Update the multi-year accessibility plan and make it available to the general public.
- f). Act as the organization’s ambassador in the elimination of barriers and promotion of accessibility.
- g). Communicate all documents to all employees and ensure they are trained on accessibility issues and the policies and plans required by law.
- h). Prepare and submit the necessary reports and documentation to the government.
- i). Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments as needed.

Definitions

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

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodations will vary depending on the person’s unique needs.

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

Communication means the interaction between two or more persons or entities or any combination of them, where information is provided, sent or received.

Dignity means service is provided in a way that allows the individuals to maintain self-respect and the respect of other persons.

Equal Opportunity means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

Independence means when a person is able to do things on their own without unnecessary help or interference from others.

Information includes data, facts, and knowledge that exist in any format, including text, audio, digital, or images, and that convey meaning.

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Integration means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

Reasonable Efforts mean taking approaches that meet the required needs of the individual.

Reference and Related Statements of Policy and Procedure

- Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards, Ontario Regulation 191/11
- Roadtrek Inc. Accessible Customer Service Policy
- Roadtrek Inc. Early and Safe Return to Work Program

Procedure

Roadtrek Inc. will work to improve accessibility and report annually on the progress of the plan. The plan will be posted in an obvious place on company premises and will be provided in alternative formats upon request and in a timely manner. Roadtrek Inc. will consult with the person making the request about their needs. The plan will be reviewed and updated at a minimum of once every five years.

Customer Service Standard

Roadtrek Inc. is currently in compliance with the AODA Accessible Customer Service Standard and will continue to comply with that regulation.

Self-Service Kiosks

The cafeteria is now equipped with a new kiosk that provides a convenient and efficient way for the employees to place their orders. The kiosk is user-friendly and provides a seamless ordering experience, reducing wait times and streamlining the food service process and also uses audio prompts.

Training

Roadtrek Inc. will ensure that training is provided to all employees, volunteers, persons who deal with customers and the public on the company’s behalf, and to persons participating in the development and approval of its policies, practices, and procedure on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Training may vary depending on the role.

- Roadtrek Inc. will develop and implement appropriate training materials.
- Ensure training is provided before or as soon as possible after a new employee commences duties and whenever Roadtrek alters its policies and practices regarding accessibility.

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- Create a plan and schedule for periodic refresh training to ensure ongoing awareness and understanding.
- Roadtrek Inc. will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Information and Communication Standard

Roadtrek Inc. is committed to making company information, communications, and platforms accessible to people with disabilities and addressing how it will be achieved.

Feedback

Roadtrek Inc. welcomes and appreciates feedback regarding any of our accessibility policies and the implementation of these policies. Roadtrek Inc. will ensure that it has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and will communicate support upon request.

This includes:

- Upon request, the public will be notified about the availability of accessible formats and communication supports
- Consultation with the person making the request to determine the suitability of an accessible format or communication support.

Planned Action:

- Roadtrek Inc. will have its processes for receiving and responding to feedback accessible through providing or arranging for the provision of accessible formats and communications supports upon request and,
- Upon request, Roadtrek Inc. will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner.

Accessible Formats and Communication Supports

Where an employee with a disability requests it, Roadtrek Inc. will consult with the employee to provide or arrange for, in a timely manner, the provision of suitable accessible formats and communication supports for information that is needed in order to perform the employee’s job and information that is generally available to employees in the workplace.

This includes:

- Assessing and reviewing the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist within Roadtrek Inc.
- When an accessible format is requested, the person making the request is consulted to determine the suitability of the format.

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- Review company documents created as to their structured electronic format to allow for easier conversion to accessible formats.
- Consult with an employee with a disability to provide or arrange for the provisions of accessible formats and communication supports as outlined below:
- Information that is needed in order to perform an employee’s job.
- Information that is generally available to employees in the workplace; and
- Upon request by the public, make information available pertaining to varied accessibility formats and communication supports in accordance with AODA.
- Posting this information in a conspicuous place on the premises.
- If the information or communications are unconvertable, upon request, Roadtrek Inc. will provide an explanation of why it is unconvertable and provide a summary of the unconvertible information or communication.

Accessible Websites and Web Content

Roadtrek Inc.’s website and content are in compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Standards.

Workplace Emergency Response Information

Roadtrek Inc. will provide individualized workplace emergency response information to employees, visitors, or sub-contractors who have disclosed a disability. With the individual’s consent, Roadtrek Inc. will provide the workplace emergency response information to the person designated by Roadtrek Inc. to provide assistance to the employee. The Individual workplace emergency response information will be reviewed:

- When the employee moves to a different location Roadtrek Inc.
- When the employee’s overall accommodation needs or plans are reviewed, and
- When Roadtrek reviews its general emergency response policies

Assessment of Barriers to Employment

Roadtrek Inc. will identify, remove, and prevent barriers in employment by evaluating existing employment-related practices, policies and procedures as well as the overall workplace. Roadtrek will include the following requirements per ESA and the Ontario Human Rights Code, in its multi-year plan, including the following:

- Workplace emergency response information
- Assessment of barriers in employment
- Support information for new employees
- Accessible formats and communication
- Documentation of individualized plans
- Performance assessment, career development, advancement, and redeployment

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Recruitment

Roadtrek Inc. will continue to specify on job advertisements that accommodation is available for job applicants with disabilities. Roadtrek will review, and as necessary, modify existing recruitment, assessment, and selection procedures and processes.

- If an applicant requests an accommodation, consult with the applicant and arrange for the provision of suitable accommodation.
- Develop and provide appropriate training to those responsible for recruitment, assessment, selection, and onboarding to ensure these planned actions are delivered, and accommodation requests are fulfilled in an effective and timely manner.
- Roadtrek Inc. will inform candidates about the availability of accommodations:
 - Specifying accommodations available in job postings
 - When invited for an interview
 - During the selection process
 - At the time of job offer, notify the successful applicant of policies for accommodating employees with disabilities
 - During orientation

Support Information for New Employees

Roadtrek will inform its employees of its policies, or changes to its policies, used to support its employees with disabilities, including job accommodation policies and Roadtrek Inc. will provide the information required under this section to new employees as soon as practicable. Roadtrek Inc. will review existing policies and make any necessary changes to ensure full compliance with the Regulation.

Planned Action

- Roadtrek Inc. will assess its supporting documents, policies, practices and procedures, methods, and attitudes to identify and remove barriers to employment of people with disabilities
- Roadtrek Inc. will inform employees and new hires as soon as they begin employment about Roadtrek Inc. policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodation that consider an employee’s accessibility to needs due to disability
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employee who requests them if feasible. If requested, Roadtrek Inc. will consult with the employee to provide and arrange to provide them for:
 - Information that is needed to perform the employee’s job
 - Information that is generally available to employees in the workplace

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Documented Individual Accommodation Plans

Roadtrek Inc. currently has in place an Individual Accommodation Plan. Roadtrek will review its Early and Safe Return to Work Program to ensure it reflects a plan for employees who are absent due to disabilities and wish to return to work with accommodations. To meet compliance Roadtrek will:

Planned Action

- Review and as necessary modify and document existing return to work processes for employees absent from work due to disability and require accommodation in order to return to work
- Include in the process the means by which the employee is assessed on an individual basis
- Ensure documented individual accommodation plans comprise part of the return-to-work process
- Take steps to ensure the privacy of the employee’s personal information
 - Utilize Roadtrek Inc.’s Early and Safe Return to Work Plan/Progress Log to ensure effective execution of the return-to-work process on a continuous basis
 - Plan will note how often the individualized accommodation plan is to be reviewed and updated
 - If an Individual accommodation plan is denied, the reasons for the denial will be provided to the employee
 - If requested, any information regarding accessible formats and communication supports provided will take into account the employee’s accessibility needs

Performance Assessment, Career Development, Advancement and Redeployment

Roadtrek Inc. will incorporate new accessibility requirements under the employment standard to ensure that barriers to performance assessment, career development and advancement, and redeployment (if necessary) are eliminated, and policies are followed where applicable. Roadtrek Inc. will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

Planned Action

Roadtrek Inc. will take the following steps to ensure that the accessibility needs of employees with disabilities are taken into account:

- Review of policies and procedures to ensure compliance
- Take into account the accessibility needs of employees with disabilities and, as applicable, their Individualized Accommodation Plans when:

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- Assessing performance
- Managing career development and advancement, including notification of the ability to provide accommodations on internal job postings
- Redeployment is required

Transportation Standard

This standard does not apply to Roadtrek Inc.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

The Design of Public Spaces Standard under the AODA applies to new construction and planned redevelopment of existing elements only. Roadtrek Inc. will ensure that facilities incorporate the standards for barrier-free design should existing spaces be removed and/or new spaces are obtained.

Contact Information

If you have any questions on the policy, want to provide feedback, or have a complaint please access the website <https://roadtrek.com/> or call us at 519-745-1160 extension 1011. All feedback, including concerns, will be directed to Human Resources for review. Customers can expect to hear back within five business days.


Exceptions / Changes

Roadtrek Inc. reserves the right to alter, discontinue, and from time to time make changes to the terms of this policy. All changes will be reviewed and approved by the CEO prior to implementation.

Attachments

None

REVISION & APPROVAL HISTORY:

Rev.	Description of Change	Change By	Approved By	Issue Date
A	Original Issue		Dane Found	September 2021
B	Reformatted and Reviewed by CEO	Tamara Grant	M. Miletto Petrazzini	October 2023
C	Updated Self Service Kiosk accessibility information	Tamara Grant	M. Miletto Petrazzini 	April 2024