

ACCESSIBILITY PLAN

2020 - 2025

Our Commitment

Ainley Group is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Ainley Group is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Ainley Group understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Ainley Group is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

1 Introduction

Ainley & Associates Limited, inclusive of all its affiliates (collectively “Ainley Group”), is committed to diversity and inclusion, equality and respect in its employment policies and practices, and to ensuring equal access and participation to the public and the clients it interacts with on a daily basis. Ainley Group strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Ainley Group is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Ainley Group will play its role in making Ontario an accessible province for all Ontarians.

2 Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives the Ainley Group has completed.

2.1 General Requirements

Ainley Group has taken the following steps to meet the general requirements of Ontario Regulation 191/11: Integrated Accessibility Standards.

2.1.1 Accessibility Policy

Ainley Group successfully developed and implemented policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Integrated Accessibility Standards Regulation (IASR). These policies and compliance requirements have been communicated at corporate and departmental level.

Our accessibility policy includes a statement of organizational commitment to meet accessibility needs, and is made publicly available in an accessible format on Ainley Group’s corporate website.

2.1.2 Accessibility Plan

Ainley Group has established, documented and implemented a Multi-year Accessibility Plan (MYAP), which is maintained and reviewed at least every five years. The MYAP outlines our strategy to prevent and remove barriers impacting persons with disabilities. The latest MYAP is available on Ainley Group’s corporate website. Copies of the MYAP can be provided in accessible formats, upon request.

2.1.3 Training

Ainley Group provides staff and volunteers with training in accessible customer service and other accessible standards under the IASR relevant to their duties, as well as aspects of the Ontario Human Rights Code that relate to persons with disabilities. Training has been incorporated into our hiring practices to ensure training within a reasonable time of employment with Ainley Group. Records of training are maintained in accordance with the AODA.

In addition, we train all persons who participate in developing our organization’s policies and all other persons who provide goods, services or facilities on behalf of the organization.

2.2 Customer Service

Ainley Group has developed and implemented an Integrated Accessibility Standards Policy in response to the amalgamated Customer Service Standards and Integrated Accessibility Standards. Compliance requirements have been communicated at the corporate and departmental levels.

In addition, general guidelines and procedures to provide accessible customer service have been incorporated into the Employee Handbook. The guidelines describe how to communicate with a person with a disability in a manner that takes into account his/her disability; use of service animals and support persons; and steps to be taken and notifications required for temporary disruptions.

2.2.1 Feedback

Ainley Group has established a feedback process with regards to our accessible customer service, accepted by mail, telephone and/or email. Upon request, arrangements for accessible formats for giving and receiving feedback will be provided.

Public notification about the availability of accessible formats and communication supports is included with the described feedback procedures, available within our Integrated Accessibility Policy and posted on our website at www.ainleygroup.com.

2.2.2 Availability of Documentation

Public notification that documents covered by the IASR are available upon request is included in Ainley Group's Integrated Accessibility Standards Policy and posted on our website at www.ainleygroup.com.

2.3 Information and Communications

Ainley Group has taken the following steps to meet the information and communication requirements of Ontario Regulation 191/11: Integrated Accessibility Standards.

2.3.1 Accessible Formats and Communication Reports

Ainley Group is committed to meeting the communication needs of people with disabilities and, when asked, we provide information and communication materials in accessible formats or with communication supports. This includes emergency procedures, plans or public safety information.

We have established a policy and processes for providing or arranging the provision of accessible formats and communication supports for persons with disabilities in accordance with the Integrated Accessibility Standards. In addition, general guidelines and procedures to provide accessible information and communications have been incorporated into the Employee Handbook. It provides general guidelines for accessible documents, including acceptable fonts, paragraph spacing and alignment, alternative text and other document properties in accordance with accessible documentation requirements.

Questions about accessibility at Ainley Group, including formats and communication supports, can be directed to Ainley Group by email at AODA@ainleygroup.com or by calling the corporate headquarters at (705) 445-3451 ext. 121.

2.3.2 Accessible Websites and Web Content

Ainley Group's website and web content was assessed for conformance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA. A plan was developed to update the website and content to comply with the requirements of Ontario's accessibility laws.

2.4 Employment

Ainley Group notifies potential internal and external applicants about the availability of accommodations and supports during recruitment and assessment processes and when hired. Our return-to-work process also takes into account the accessibility needs of employees with disabilities.

A process to develop individual accommodation plans and/or work emergency information to help an employee with a disability during an emergency has been put in place. With the employee's consent, a designated person can provide assistance to that employee during an emergency.

When making offers of employment, Ainley Group notifies successful applicants of our policies for accommodating employees with disabilities.

3 Strategies and Actions Planned for 2020-2025

3.1 General Requirements

Ainley Group will maintain and review the MYAP at least every five years, with the latest MYAP to be made available on Ainley Group's corporate website. Copies of the MYAP will be provided in accessible formats, upon request.

Ainley Group will continue to provide staff and volunteers with training in accessible customer service and other accessible standards under the IASR relevant to their duties, as well as aspects of the Ontario Human Rights Code that relate to persons with disabilities. Upon request, all information that is generally available to employees will be provided or arranged for in suitable accessible formats and communication supports.

3.2 Customer Service

Ainley Group will monitor feedback and update its general guidelines and procedures to provide accessible customer service, accordingly.

3.3 Information and Communications

Effective 2021, the website and content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

In accordance with O. Reg. 191/11 s.14(3), Ainley Group will develop and implement its intranet website in conformance with WCAG 2.0 Level AA.

3.4 Employment

We will review and revise any applicable HR policies and the Employee Handbook to explain requirements and Ainley Group's commitment to compliance, and re-issue updated policies in

the Handbook and communicate updated information to employees whenever there is a change to existing policies.

4 Additional Information

If you have questions about accessibility at Ainley Group please email AODA@ainleygroup.com or call (705) 445-3451 ext. 121.