



## The Integrated Accessibility Standards

### Regulations Multi-Year Accessibility Plan

1737 Woodward Drive, Ottawa, ON, K2C 0P9

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## Purpose

This multi-year accessibility plan outlines the policies and actions that Regional Group and eQ Homes Inc. (the Company) have or will put in place to improve opportunities for people with disabilities.

## Statement of Commitment

The Company is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information or use our services. As a Company, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*, and its associated standards and regulations.

The Company understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our Company's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as a Company, we are committed to working with the necessary parties to make accessibility for all a reality.

## Definition

For purposes of this accessibility plan, the term “stakeholder” means any employees, job applicants, clients/customers, suppliers, and any visitors who may enter our premises.

## Training

The Company will train all employees, and as applicable, contractors and agents of the Company on any relevant statutory accessibility standards and on provincial human rights legislation as it pertains to persons with disabilities.

### Proposed Action

- The Company will ensure that the training provided is appropriate to the job duties performed.
- Training will be provided as soon as practicable and new staff will be trained upon commencement of employment.
- Training will be updated as required.

### Completion Date

- Existing staff by February 28, 2019
- Ongoing as new staff is hired

## Information and Communications

The Company is committed to meeting the communication needs of its customers with disabilities.

### A) Accessible Formats and Communication Supports

- Upon request and in a timely manner, the Company will provide, or arrange for the provision of, accessible formats and communications supports to its stakeholders.
- If the Company determines that information or communications are unconvertible, then the Company will provide the person requesting the information with an explanation as to why the information is unconvertible as well as a summary of the information requested.

#### Proposed Action

The Company will consult with the individual making a request for accessible formats or communications supports to determine a suitable format or method of communication.

#### Completion Date

- Policy in effect November 1, 2018
- Socialization of policies by December 21, 2018
- Action will be ongoing as requests are made

### B) Feedback

The Company will ensure that its process for receiving and responding to customer feedback is accessible.

#### Proposed Action

The Company will maintain a feedback process that is accessible, and provide, or arrange for the provision of, accessible formats and communications supports, upon request. Feedback may be submitted to:

Director, Human Resources 1737 Woodward Drive, 2<sup>nd</sup> Floor Ottawa, Ontario, K2C 0P9

[info@regionalgroup.com](mailto:info@regionalgroup.com)

1-613-230-2100

#### Completion Date

- Policy in effect November 1, 2018
- Socialization of policies by December 1, 2018
- Action will be ongoing as requests are made

### **C) Accessible Websites and Web Content**

Where practicable, the Company's Internet websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (the "WCAG") in accordance with the timeframes outlined below.

#### Proposed Action

- The Company will ensure that new Internet websites are developed in accordance with the WCAG 2.0 Level A.
- At a later date, all of the Company's websites and web content will conform to the WCAG

2.0 Level AA

#### Completion Date

- January 1 of the following year for any new website.
- January 1, 2021 for all websites.

### **Employment Standards**

The Company is committed to fair and accessible employment practices.

#### **A) Recruitment and Selection Process**

The Company will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and selection processes.

#### Proposed Action

- When job applicants are individually selected to participate in the recruitment and selection process, the Company will notify them that accommodations in relation to the materials or processes to be used, are available upon request.
- Applicants requesting accommodation will be consulted about their accommodation needs and appropriate accommodation will be provided.
- When making offers of employment, the Company will notify successful applicants about its policies for accommodating employees with disabilities.

#### Completion Date

- Policy in effect November 1, 2018.
- Socialization of policies by December 1, 2018
- Action will be ongoing as requests are made

#### **B) Informing Employees of Supports**

The Company will inform its employees of policies used to support its employees with disabilities, including job accommodation policies, and changes to these policies.

Upon request from an employee, the Company will provide accommodation supports, including accessible formats and communication supports, needed for the employee to perform their job as well as for information that is generally available to employees in the workplace.

#### Proposed Action

- Employees will be informed about these accommodation policies and any changes to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.
- Information concerning accommodation policies will be provided to new employees as soon as practicable.
- The Company will continue to respond to individual accommodation requests by consulting with the employee making the request to determine a suitable format or communication support.

#### Completion Date

- Policy in effect November 1, 2018
- Socialization of policies by December 1, 2018
- Action will be ongoing as requests are made

### **C) Workplace Emergency Response Information**

If the Company is or becomes aware that an employee needs accommodation with respect to workplace emergency procedures, individualized workplace emergency response information, if necessary, will be provided to the employee as soon as practicable. With the employee's consent, the Company will provide the workplace emergency response information to appropriate persons to help the employee in an emergency situation.

#### Proposed Action

- If individualized information is necessary and if the Company is aware of the need for accommodation, the Company will consult with employees requiring accommodation to prepare and provide them with individualized workplace emergency response information.
- Individualized workplace emergency response information will be updated when an employee moves to a different location, when overall accommodations needs are reviewed or when the Company's general emergency response policies are reviewed.

#### Completion Date

Policy in effect November 1, 2018

Socialization of policies by December 1, 2018

Action will be ongoing as requests are made

## **D) Documented Individual Accommodation Plans**

The Company will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

### Proposed Action

- Policy and process will be created.
- Appropriate template will be created to be completed in conjunction with the employee with disabilities.

### Completion Date

- Plans will be available from November 1, 2018
- Socialization to staff by December 1, 2018
- Action will be ongoing as requests are made

## **E) Return to Work Process**

The Company will maintain a return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

### Proposed Action

The return to work process will outline the steps that the Company will take to facilitate the return to work of employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. Documented individual accommodation plans will be considered as part of the process.

### Completion Date

- Policy in effect November 1, 2018
- Socialization of policies by December 1, 2018
- Action will be ongoing as requests are made

## **F) Performance Management, Career Development & Advancement and Redeployment**

The Company will consider the accessibility needs and any individual accommodation plans of its employees with disabilities, when conducting performance management, when providing career development and advancement to employees with disabilities, or when engaging in the redeployment of employees with disabilities as an alternative to lay-off.

### Proposed Action

of employees with disabilities, when providing career development and advancement to employees with disabilities, or when redeploying employees with disabilities to other positions within the Company.

#### Completion Date

- Policy in effect November 1, 2018
- Socialization of policy by December 1, 2018
- Action will be ongoing as requests are made

#### Review

This accessibility policy and multi-year plan will be reviewed and updated, as required, and not less than every 5 years.

#### Completion Date

Next review will be completed by December 2024.