



**POLICY TITLE:** **Integrated Accessibility Standards Regulation Policy and Accessibility Plan 2014 - 2021**      **POLICY #:** **80**

**ISSUED BY:** **Human Resources**      **APPROVAL DATE:** **January 1, 2014**

**UPDATE:** **February 19, 2016**

This Integrated Accessibility Standards Policy and Accessibility Plan 2014-2021 outlines the policies and actions that RHB Group will put in place to improve opportunities for people with disabilities.

**Statement of Commitment**

RHB Group LP 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 people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

RHB Group LP also has an Accessibility Policy for Customer Service (Policy #74) which can be found on our website and policy handbook.

**Accessible Emergency Information**

RHB Group LP is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**Training**

RHB Group LP will provide training to employees, volunteers, and other staff members on the AODA and on the Ontario Human Rights Code, as it relates to people with disabilities, as it suits their duties.

Plans	Compliance Date	Status
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ RHB Group LP has arranged for all existing staff, volunteers, and Board Members to take Accessibility Ontario’s (<a href="http://www.AccessOntario.com">www.AccessOntario.com</a>) e-learning courses on the AODA – the Customer Service Standard, the Integrated Accessibility Standards, and the Ontario Human Rights Code, as it relates to persons with disabilities. New staff and volunteers will take the online training within three weeks of their engagement with RHB Group LP. These training courses meet the compliance requirements of the Accessibility for Ontarians with Disabilities Act.</li> </ul>	<p>January 1, 2015</p>	<p>Complete and Ongoing</p>



## Kiosks

RHB Group LP will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring, or acquiring self-service kiosks.

Plans	Compliance Date	Status
<b>Point of Sale Devices</b> <ul style="list-style-type: none"> <li>RHB Group's Finance Department will consider accessibility features, such as colour, audio, and pin pads, when our current POS devices are upgraded or new POS devices are acquired.</li> </ul>	January 1, 2014	Complete and Ongoing

## Information and Communications

RHB Group is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Plans	Compliance Date	Status
<b>Accessible website and content</b> <ul style="list-style-type: none"> <li>All website redesigns will conform to WCAG 2.0, Level A</li> <li>All RHB Group LP websites will conform to the WCAG 2.0 Level AA by January 1, 2021</li> </ul>	January 1, 2014  January 1, 2021	Complete  Complete and Ongoing
<b>Feedback Process</b> <ul style="list-style-type: none"> <li>Customers can provide feedback on the accessibility of our premises and our services. Feedback can be communicated to the management staff at our stores or by email at <a href="mailto:HR@rhbgroupp.ca">HR@rhbgroupp.ca</a>. The management staff at our stores will ask the customers if they would like to receive a response to their feedback and how they would like to be contacted. The HR Department will respond to feedback within three weeks.</li> </ul>	January 1, 2015	Complete and Ongoing
<b>Accessible Formats and Communications Support</b> <ul style="list-style-type: none"> <li>RHB Group will ensure that all publicly available information, including emergency and public safety information, is made accessible upon request by working towards providing accessible formats and communication supports for individuals with disabilities in a timely manner.</li> </ul>	January 1, 2016	Complete and Ongoing

## Employment

RHB Group LP is committed to fair and accessible employment practices.

Plans	Compliance Date	Status
<b>Recruitment and Selection</b> <ul style="list-style-type: none"> <li>Improve and develop RHB Group procedures for accessible recruitment and selection practices.</li> <li>Indicate that, upon request, accommodation is available for individuals with disabilities on the job posting.</li> <li>If an applicant requires accommodation, we will consult with the applicant to</li> </ul>	January 1, 2016	Complete and Ongoing



determine what format will work best to meet their needs.		
<b>Accessible formats and communication supports for employees with disabilities</b> <ul style="list-style-type: none"> <li>▪ Inform current employees and new hires of policies and procedures that support individuals with disabilities</li> <li>▪ Review policies and procedures annually and inform employees of changes and updates, if any</li> <li>▪ Upon request, RHB Group will arrange and provide the accessible formats and communications supports that the employee needs in order to perform his/her job successfully.</li> </ul>	January 1, 2016	Complete and Ongoing
<b>Individual Accommodation Plans and Return to Work Process</b> <ul style="list-style-type: none"> <li>▪ Developed and revised the Company Accommodation and Return to Work Policies to ensure compliance with the AODA.</li> </ul>	January 1, 2016	Complete and Ongoing
<b>Performance Management and Development</b> <ul style="list-style-type: none"> <li>▪ RHB Group will review and consider individual accommodation plans or accessibility needs when conducting performance reviews.</li> </ul>	January 1, 2016	Complete and Ongoing

**Design of Public Spaces Standards**

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

- Outdoor paths of travel
- Accessible parking
- Service related elements such as counters, public washrooms, and change rooms.

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

**Contact**

Please contact the Human Resources Department at [HR@rhbgroup.ca](mailto:HR@rhbgroup.ca) if you would like to obtain this document in another format or if you have any questions or concerns about this policy and related procedures.

The Integrated Accessibility Standards Policy and Plan is updated once every year.