



MULTI-YEAR PLAN (2017)

Stinson Owl-Lite is committed to working with persons with disabilities and other minority populations. In doing so, Stinson Owl-Lite is committed to complying with all requirements under the Accessibility for Ontarians with Disabilities Act (AODA). Relevant standards that currently pertain to Stinson Owl-Lite include AODA's Customer Service and the Integrated Accessibility Standards Regulations (IASR) of Information and Communication, Employment, and Design of Public Spaces. To that end, Stinson Owl-Lite will also make every effort to be in compliance with the Ontario Human Rights Code (OHRC).

The following document is an outline of the company's ongoing commitment to persons with disabilities. It identifies the status of the 2017 action plan as well as future enhancements to the company's contribution of making Ontario a more accessible province to persons with disabilities. The "plan" will be reviewed annually to gauge our success in achieving our goals and to identify new opportunities for meeting the requirements of AODA legislation.

Accessible Customer Service:

Stinson Owl-Lite is committed to providing goods and services in a way that respects the dignity and independence of people with disabilities.

It is to that end, in compliance with the AODA that we have taken the following actions:

- Trained our staff to serve and assist people of all abilities, including people with disabilities.
- Kept a written record of this training.
- Allowed for the welcoming of service animals and support persons.
- Created accessible ways for people to provide feedback on our service.
- Put an accessibility policy in place so our employees and customers can be informed as to what to expect in this regard.
- Created a way by which our publicly available emergency information can be easily provided in an accessible format upon request.

- Informed staff of how we can provide customized, accessible emergency information to them upon request. This information has been provided to all existing staff and will be provided to all new hires as soon as is practicable.

Status:

Complete

Ongoing:

Review of policy as legislation changes and continue to train all new staff at a level that is appropriate to their position within the company. Review annually.

Accessibility Policy and Multi-Year Plan:

- Create a multi-year plan by which Stinson Owl-Lite will meet and maintain its accessibility goals and post it on our website in an accessible format.
- In compliance with IASR standards of AODA (Employment, Communication, and Design of Public Spaces), develop and implement policies that will help the company achieve these goals.
- Inform employees and customers of the accessibility policies put in place.
- Post our plans and policies on our website in an accessible format.
- Ensure that future development and modification of the company website is in compliance with IASR Communications standard.
- Create an internal review process for all policies and programs.

Status:

Complete

Ongoing:

The company website is currently in redesign (4th quarter 2017). Web designers have been provided the requirements necessary to comply with IASR Communications standard. Anticipated launch of updated and compliant website is first quarter 2018. All future web modifications and redesigns will be developed in accordance with IASR standards.

Training:

- Train all our staff on accessibility laws in regard to the AODA and as it pertains to their job.
- Provide training on the human rights code as it pertains to people with disabilities.
- Provide means by which people with disabilities can easily provide feedback, including surveys or comment forms.

Status:

Complete

Ongoing:

Ensure future hires are provided the required training compliant of AODA standards in a timeline that is practicable.

Provide additional and ongoing training as required under AODA and OHR legislation.

Communication:

- Upon request, and where practicable, make all our public information accessible. At the time a request for alternate communication is made, work with the individual to find a mutually agreeable form of accessible communication, and provide a timeline for compliance.
- Make our hiring policy and philosophy accessible, including how we hire, retain employees and provide career development opportunities for employees of all abilities. Encourage persons with disabilities to apply for posted positions and indicate the company's willingness to make the hiring process as accessible as possible through accommodation upon request.
- Document our processes on how we develop individual accommodation and back to work plans and make them accessible.
- Provide a copy of Stinson Owl-Lite's Customer Service policy and Multi-Year Plan on the company website. Upon request, provide the information in an alternate accessible format that is mutually agreeable between the person making the request and Stinson Owl-Lite and in a timeline that is practicable.

Status:

Complete

Ongoing:

Provide training to staff in creating documents that are accessible and/or are easily modified as accessible documents.

Respond to individual requests for modified communications.

Include the company's practice of hiring persons with disabilities and willingness to provide accommodation throughout the hiring process when requested. This extends to existing employees who seek a change of position within the company.

Encourage suppliers and contractors to be complaint with AODA requirements.

Facility:

- Assess and determine, where necessary, and when practicable, any modifications needed to make the facility more accessible.
- Install front door buzzer to alert staff when assistance is needed to enter the building.

Status:

Under review and in progress

Ongoing:

All future building modifications will be performed to be in compliance with Section 3.8 (Accessible Design) of the 2015 Ontario Building Code and any requirements under AODA Design of Public Spaces.

Overall Strategy Pertaining to the AODA:

- Annually review the company's policies and performance regarding AODA,
- Meet the requirements of AODA as they pertain to the company based on staff size.
- Report to the Ontario government as required.
- Be cognizant of, and respond to, future enhancements/modifications to AODA and OHRC, as well as any federally governed laws for equality and accessibility of the company's employees and customers.

Status:

This is an ongoing commitment of Stinson Owl-Lite.

Reporting:

- Identify timelines and requirements under AODA legislation and provide timely reports.
- Ensure all appropriate documentation under AODA is up-to-date with sections of legislation that are relevant to Stinson Owl-Lite. Response and reporting is based on the size and classification of the company as identified under AODA.

Status:

This is an ongoing commitment of Stinson Owl-Lite.

Goals for 2018:

- Implement updated website that is compliant with AODA requirements.
- Implement AODA employment policies with staff and during recruitment of new staff.
- Review all relevant AODA policies as they are implemented and modify as required.
- Perform an audit of Stinson Owl-Lite facilities for areas that may be barriers to customers and staff.
- Reassess Multi-Year plan before December 2018.

Status:

This is an ongoing commitment of Stinson Owl-Lite.