

## **Accessibility for Ontarians with Disabilities Act (AODA)**

### Table of Contents

	Page
<b>1.0 Statement of Commitment</b>	2
<b>2.0 Accessibility Policies</b>	3
2.1 Commitment	3
2.2 Training	3
2.3 Information and Communication	3
2.4 Employment	3
2.5 Design of Public Spaces	4
<b>3.0 Multi-year accessibility Plan 2020 – 2024</b>	5
3.1 Customer Service	5
3.2 Information and Communication	6
3.3 Accessible Employment Practices	7
3.4 Training	10
3.5 Plan Review	11
<b>Appendix A Training record</b>	12
<b>Appendix B Certificate of Training</b>	13

## **1.0 Statement of Commitment**

Riverside Opticalab is committed to ensuring equal access and participation for persons 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 we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## **2.0 Accessibility Policies**

### **2.1 Overview**

Riverside Opticalab 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 we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

### **2.2 Training**

We are committed to training staff in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees on accessibility as it relates to their specific roles.

### **2.3 Information and communications**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AAA website requirements in accordance with Ontario's accessibility laws.

### **2.4 Employment**

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## **2.5 Design of Public Spaces**

Riverside Opticalab does not purport to provide services to the public and is not involved in the design of public spaces.

## 3.0 Multi-year Accessibility Plan 2020-2024

### 3.1 Customer Service

- 3.1.1 The management of Riverside Opticalab Ltd. is committed to providing an environment in which all individuals are treated with respect and dignity.

Riverside Opticalab Ltd. is committed to excellence in serving all customers including people with disabilities and their support network, both human and animal.

It is understood that Riverside Opticalab Ltd. does not purport to serve the public as part of its business, but as a courtesy to its customers, it will allow patients of its customers to pickup their glasses at the premises of Riverside Opticalab Ltd.

- 3.1.2 In the event that a disabled person desires access to Riverside Opticalab Ltd. the person serving as the main door monitor will advise the supervisor or alternate, that a special needs individual is at the door and requires assistance. The monitor will then assist the individual to the needs appropriate degree and invite the individual to be seated or remain at rest in the entrance area until the supervisor arrives.

- 3.1.3 The supervisor will attend to the individual in a manner that respects the dignity and independence of the individual with disabilities. When the individual is ready to leave, the supervisor or delegate will ensure the individual is escorted to the means of conveyance in a needs appropriate manner.

(Reference: Access ON Accessibility Standard for Customer Service, ON reg 429/07) Province of Ontario.

## 3.2 Information and Communications

3.2.1 Riverside Opticalab is committed to meeting the communication needs of people with disabilities.

### 3.2.2 Feedback process

Riverside Opticalab is committed to ensuring that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports for persons with disabilities, upon request in a timely manner and in a way that takes into account the person's accessibility needs due to disability.

Ultimately, Riverside Opticalab is committed to meeting and surpassing customer and employee expectations while serving persons with disabilities. Comments on our service regarding how well those expectations are being met are welcome and appreciated.

*Human Resources*

*2485 Lancaster Road, Unit 10*

*Ottawa, ON K1B 5L1*

*1-800-461-9474*

You can expect to hear back within 7 business days.

### 3.2.3 Accessible Websites and Web Content

Riverside Opticalab has ensured that requirements set out in the legislation are met as relates to Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level AAA except where this is impracticable.

### **3.3 Accessible Employment Practices**

Riverside Opticalab provides fair and accessible employment practices to all its prospective and current employees and representatives. We are committed to preventing and removing barriers to accessibility in the workplace and providing everyone, including employees and representatives with disabilities access to the same opportunities in 3 major areas of employment practices:

#### **3.3.1 Recruitment:**

The Riverside Opticalab Human Resources team is committed to notifying its staff members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Similarly, the Riverside Opticalab Human Resources team will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Riverside Opticalab will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, Riverside Opticalab will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **3.3.2. Accommodations for Staff:**

Riverside Opticalab will ensure that we are creating and following measures for any staff member who requires accommodation as a result of a disability.

### 3.3.2.1 Informing Employees of Supports:

Riverside Opticalab will continue to inform its staff of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account a staff member's accessibility needs due to disability. This information will be provided to new employees and representatives as soon as practicable after commencing employment.

### 3.3.2.2 Accessible Formats and Communication Supports for Staff:

Upon the request of an employee or representative with a disability, Riverside Opticalab will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees, including information as it relates to conducting performance management, providing career development and advancement to employees, or when redeploying employees. In determining the suitability of an accessible format or communication support, Riverside Opticalab will consult with the employee making the request.

### 3.3.2.3 Workplace Emergency Response Information:

Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if Riverside Opticalab is aware of the need for accommodation due to the employee's disability. Riverside Opticalab will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Riverside Opticalab will, with the consent of the employee, provide the workplace emergency response information to the person designated by Riverside Opticalab to provide assistance to the employee.

Riverside Opticalab will review the individualized workplace emergency response information when the employee moves to a different location.



### 3.3.2.3 cont'd.

in the organization and when the employee's overall accommodations needs or plans are reviewed.

### 3.3.2.4 Documented Individual Accommodation Plans:

For those employees who require individual accommodation due to a disability, Riverside Opticalab is committed to documenting individual accommodation plans as well as maintaining a written process for the development of accommodation plans. Individual accommodation plans will include individualized workplace emergency response information (where required), and will identify any other accommodation including accessible formats and communications supports provided.

3.3.2.4.1 The employee will provide input during the development of the individual accommodation plan in consultation with the HR Department and others.

3.3.2.4.2 The employee will be assessed by means appropriate to the employee's condition by the HR department or other qualified persons as required. Other qualified persons may include occupational therapists, medical doctors, chiropractors and so on. If required, an individualized workplace emergency response plan will be included as a component of the individual accommodation plan.

3.3.2.4.3 The employee may request the aid of a service agent, who normally accompanies the employee, to assist in the development of the accommodation plan.

3.3.2.4.4 The employee's personal information will be protected under the auspices of the Freedom of Information and Protection of Privacy Act.

3.3.2.4.5 A review of the Individual Accommodation Plan will be conducted with the employee, (and service agent if required) once annually or as the work function changes. This review will be conducted by the HR Department and may include other appropriate parties.

3.3.2.4.6 If the Individual Accommodation Plan is denied, the affected employee will be informed of the decision by the HR Department with an explanation as to why the decision was made.

3.3.2.4.7 The employee may request that the Individual Accommodation Plan be prepared in an accessible format as required.

### 3.3.2.5 Return to Work Process:

Riverside Opticalab maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps Riverside Opticalab will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. Refer to Riverside Opticalab Policy HRPP 201 Return to Work Process for details.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the Workplace Safety Insurance Act, 1997).

### 3.3.2.6 Performance Management, Career Development and Redeployment:

Riverside Opticalab is committed to ensuring the needs of employees with disabilities are taken into account in all performance management, career development and redeployment processes.

## 3.4 Training

3.4.1 Riverside Opticalab provides training on the AODA Act, the Integrated Accessibility Standards regulation and the *Ontario Human Rights Code* to all employees, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be appropriate to the duties of the employees and will be provided as soon as practicable after staff is hired.

#### 3.4.2 Training will include the following:

- The purpose of AODA, the requirements of the Customer Service and Integrated Accessibility Standards and how it pertains to the Ontario Human Rights Code.
- Best practices with respect to interacting and communicating with persons with disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty accessing Riverside Opticalab's products or services.
- Riverside Opticalab's policies, practices and procedures relating to the customer service standard.

3.4.3 Riverside Opticalab will keep a record of the training that it provides to employees. Please refer to Appendix A for the record form. An employee specific certificate confirming the training is presented in Appendix B.

3.4.4 Riverside Opticalab will provide training in respect of any changes to the policies detailed in this document HRPP 200 on an ongoing basis.

### 3.5 Plan Review

3.5.1 This plan is to be reviewed and updated by 10 Jan 2024 or sooner as situations merit.

3.5.2 As per the regulations, the Accessibility Compliance Report will be submitted every 3 years.



## Appendix B



### ACCESSIBILITY for ONTARIANS with DISABILITIES ACT (AODA)

# Certificate of Training

I, \_\_\_\_\_ (name of employee) certify that I have completed training on the following topics, appropriate to the activities of my employment.

- Employment Activity:
- Production **1, 2, 3**
  - Customer Service, Reception **1, 2, 3, 4**
  - Supervisors, Managers **1, 2, 3, 4, 5, 6**
  - Human Resources **1, 2, 3, 4, 5, 6**
  - Marketing, Information Technology **1, 2, 3, 5**

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- 1. HRPP 200 Riverside Opticalab AODA Policies and Plans
  - 2. General Requirements
  - 3. Ontario Human Rights Code, as it relates to people with disabilities
  - 4. Requirements of the Employment Standard
  - 5. Required topics for the Customer Service Standard training
  - 6. Requirements of the Information and Communication Standard

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Employee's Signature

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Approved by Human Resources

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Date (DD/ MMM / YY)

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Date (DD/ MMM / YY)