



Calian Accessibility Plan: 2020 to 2025

Statement of Commitment

Calian values diversity and is committed to being responsive to the diverse needs of its employees and customers by striving to prevent and remove systemic barriers. Our organization is committed to providing a work environment that promotes excellence and enables all employees, especially those with disabilities, to maintain dignity and independence in the workplace. Calian fully supports the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and is committed to fulfilling our requirements as an employer by meeting accessibility requirements defined under this legislation.

Introduction

In 2005, Ontario passed the Accessibility for Ontarians with Disabilities Act. Under this legislation, employers are required to identify, remove and prevent barriers for people living with disabilities and, on an ongoing basis, implement and maintain accessibility standards. The Act encompasses five integrated accessibility standards to be adopted as regulations including the Information and Communication Standards, Employment Standards, Transportation Standards, Design of Public Spaces Standards and Customer Service Standards. Implementation of the regulations is staggered, with various requirements taking effect over a 20-year period culminating in Ontario becoming fully accessible by 2025.

In accordance with these regulations, Calian strives to meet the needs of its employees and customers with disabilities and is working diligently to remove and prevent barriers to accessibility. Our multi-year plan outlines the efforts being undertaken to fulfill our requirements under the Act, redress the balance in our organization, and support the legislative goal of improving accessibility for Ontarians.

Plan Schedule

This document outlines the projects, programs and initiatives that collectively represent Calian's multi-year Accessibility Plan, the strategy for preventing and removing barriers and meeting requirements under the AODA. Information has been delineated by standard in an effort to ensure all requirements under the regulation are met. Based on Calian's scope of business, standards of the Act that are not applicable will be identified in the plan. It should also be noted that some components of this plan are currently in place while others will be implemented within timelines dictated by the Act, and by 2025.

Integrated Accessibility Standards and Calian Compliance Activities

Information and Communications Standards

Calian is committed to providing, upon request and on an as-needed basis, business information and communications in accessible formats and at no additional cost. Calian will consult with the requestor to determine the most suitable format and support required and provide the information in a timely manner as is practicable, taking into account the requestor's accessibility needs.

Web Content

Calian will update company websites and web content to conform with the World Wide Web Content Accessibility Guidelines (WCAG) 2.0, beginning with Level A and increasing to Level AA by January 1, 2021. Website and web content updates will be governed by requirements under the act including criteria for exceptions, where meeting the requirement is not practicable.

Accessible Formats and Communication Supports

Accessible formats and communication supports will be determined and provided in consultation with the requestor. These formats may include but are not limited to large print, recorded audio and braille. Communication supports may include captioning, plain language and other alternative and augmentative communication supports that facilitate effective communication. Calian will source tools, technologies and providers as necessary to provide accessible formats and communication supports in a timely manner.

Employment Standards

Calian is committed to conducting fair and accessible employment practices throughout the employment life cycle spanning recruitment, onboarding, development, retention and separation. Once notified and upon request, Calian will strive to provide suitable accommodation as required by the situation and requestor. Calian will also take every precaution to protect employee privacy, disclosing only what information is required on a 'need to know' basis.

Calian's efforts to meet these employment standards consist of:

- Building awareness through including an inclusivity statement on all job postings that contains a provision for accommodations
- Posting the company's Accessible Customer Service Plan on websites and in reception areas to communicate that the use of assistive devices, service animals, and support persons is welcome in the workplace
- Educating employees on the policies and provisions in place to support employees with disabilities and ensuring those standards are consistently adhered to
- Communicating changes to existing policies and procedures involving accessibility
- In a timely manner, responding to and, as practicable, providing individualized accommodations that meet the specific needs of the requestor
- Incorporating accommodation into return to work policies and procedures and developing individual accommodation plans for existing, temporary and new disabilities.

These plans will be re-evaluated as circumstances change to ensure they continue to meet the needs of the employee.

- Developing custom emergency preparedness plans for employees that require additional or specialized assistance and reviewing and updating these plans as circumstances and requirements change
- Ongoing re-evaluation and revision of performance management, career development and redeployment processes and policies to ensure practices are equitable and accessible for all employees

Transportation Standards

Based on Calian's scope of business, Transportation standards of the Act are currently not applicable. This standard will be revisited on a regular basis and content of the plan updated should the scope of business expand to include these requirements under the Act.

Design of Public Spaces Standards

As Calian leases office space and has not constructed or redeveloped property, this standard of the Act is not applicable. However, this standard will be revisited on a regular basis and content updated should circumstances change.

It should be noted that where practicable and possible, Calian will strive to accommodate accessibility requests related to internal office workspace. In an effort to support a healthy and accessible work environment Calian has employed the following:

- Height adjustable desks
- Adjustable monitors
- Headphones that can be connected to phones and computers to increase/decrease volume
- Quiet spaces for work, collaboration, reflection, prayer and meditation
- Cubicle signage and posted floor maps

Customer Service Standards

As a provider of goods and services, under the Act, Calian is required to provide accessible customer service to persons with disabilities. This dedication to universal quality customer service speaks to Calian's core purpose, vision and values is embedded in how we do business and operate our organization.

Calian's efforts to meet this standard include:

- Developing organizational policies that respect human dignity and independence, especially for persons with disabilities
- Integrating policy requirements, especially accessibility measures into business programs, plans and practices to promote equity and accessibility and, where possible and practicable, providing services in a manner that takes into account the person's disability or special requirement

- Communicating accessibility policies and practices to employees and customers as well as posting this information or providing this information in a method that is reasonable in the circumstances
- Building awareness and educating employees on accessibility requirements by providing AODA training to employees within 30-days of hire and, as necessary, follow up education on changes in the Act and associated Calian policies; training completion will be monitored and tracked
- Welcoming support persons and service animals in the workplace
- Developing steps to manage temporary disruptions including instructions for drafting and posting public notices which will include the reason, duration and alternate options available
- Establishing and communicating a feedback process to address complaints and suggestions related to the manner in which goods, services or facilities are provided to persons with disabilities as well as other company accessibility practices
- Establishing processes to ensure requestors are engaged and consulted when determining the suitability of accessible formats or communication supports
- Utilizing appropriate accessibility formats and communications supports, to provision the timely delivery of goods and services, which take into account the needs of the requestor

Annual Reviews and Compliance Reporting

Calian will conduct annual AODA policy and plan reviews to ensure compliance with accessibility standards as outlined in the Accessibility for Ontarians with Disabilities Act and Integrated Accessibility Standards Regulations. Policies and plans will be updated as required, especially when changes to the legislation are released. AODA compliance reports will be submitted following timelines outlined by the legislation.

For more information on this accessibility plan please contact Human Resources via our confidential email address accessibility@calian.com or, by phone at 613-599-8600 x2901. Note, this is a confidential vmail box and all messages will be treated with the strictest confidence.