



Accessibility Policies and Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that **Phil Mauer & Associates** will put in place to improve opportunities for people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”), 2005, and specifically Regulation 191/11 “Integrated Accessibility Standards” (“IASR”).

Statement of Commitment

Phil Mauer & Associates 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..

Accessible Emergency Information

Phil Mauer & Associates 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

Phil Mauer & Associates will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to all its associates and other persons or third parties who provide goods, services or facilities.

Training on the requirements shall be appropriate to the duties of the individuals and will continue on an ongoing basis as new associates are hired. Associates will be trained when changes are made to the accessibility policy. Records will be kept of the training provided.

Kiosks

Phil Mauer & Associates shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.



Information and Communications

Phil Mauer & Associates 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.

Phil Mauer & Associates will ensure that any new websites established and the content on those sites will conform with WCAG 2.0, Level A by **January 1, 2014**.

Phil Mauer & Associates will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Provide or arrange for the provision of such accessible formats and communication supports if practicable, or otherwise consider reasonable alternatives to achieve accessibility;
- Consult with the person making the request to determine the suitability of the accessible format or communication support;
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability;
- Notify the public about the availability of accessible formats and communication supports.

Phil Mauer & Associates will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Phil Mauer & Associates will ensure that all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.



Employment

Phil Mauer & Associates is committed to fair and accessible employment practices.

When requested, **Phil Mauer & Associates** will take the following steps to accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Notify associates and the public about the availability of accommodation for applicants with disabilities in the recruitment processes;
- Notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used;
- Consult with applicants requesting accommodation, and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability; and
- When making offers of employment, notify the successful applicant about policies for accommodating associates with disabilities.

Phil Mauer & Associates will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Maintain a return to work process for associates who have been absent from work due to disability and who require disability-related accommodations to return to work based on the individual's specific needs and our ability to accommodate those needs;
- Review and amend our existing policy relating to associates with disabilities returning to work to ensure compliance with this Accessibility Plan and the Regulation.



Phil Mauer & Associates will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account when using performance management, career development and redeployment processes:

- Managers and supervisors will be made aware of their responsibility to take into account the accessibility needs of associates with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and when engaging in associate redeployment.

Design of Public Spaces

Phil Mauer & Associates will meet the Accessibility Standards for the Design of Public Spaces, if ever applicable (namely relating to: exterior paths of travel, accessible parking and/or operating service).

Phil Mauer & Associates will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

For more Information

For more information on this accessibility plan, please contact:

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