

# SCI MULTI-YEAR ACCESSIBILITY PLAN



UPDATED: January, 2020

This policy and plan formalizes SCI Group's commitment to accessibility, and outlines those steps that SCI Group Inc. (SCI) will take to remove barriers and improve opportunities for people with disabilities through compliance with the *Integrated Accessibility Standards Regulation* (the "IASR"). This Multi-Year Accessibility Plan will be updated at least every five (5) years to reflect SCI's accomplishments in improving our services for those with disabilities, and to maintain compliance with the IASR.

## STATEMENT OF COMMITMENT

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SCI is committed to treating all people in a way that allows them to maintain their dignity and independence. This vision is built upon a foundational belief in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We are dedicated to breaking down barriers to accessibility, preventing new barriers from arising and to meeting the accessibility requirements prescribed by the *Accessibility for Ontarians with Disabilities Act, 2005*.

## CUSTOMER SERVICE STANDARD

Status: Completed January 1, 2015

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SCI has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve customer service. SCI's Accessibility Policy outlines our commitment to accessibility.

## TRAINING

Status: Completed January 1, 2015 and ongoing

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SCI will ensure that prompt and on-going training on the requirements of IASR and the Ontario *Human Rights Code* as it relates to people with disabilities is provided to all of its current employees, volunteers and persons who participate in developing SCI's policies, and all persons who provide goods, services or facilities on SCI's behalf.

Training is being completed in the following manner:

1. Training materials have been developed to address the requirements of Ontario's accessibility laws and the disability-related obligations under the Ontario *Human Rights Code*;
2. Training can be tailored to the specific duties of an individual or group of individuals that require training;
3. Training is delivered using a method that is appropriate for the audience and needs of SCI;
4. Records detailing which individuals have been trained and on what date are kept and can be provided as proof of delivery; and
5. SCI will ensure that all new individuals to the Company are trained during the onboarding process.

## ACCESSIBLE EMERGENCY INFORMATION

Status: Completed January 1, 2015 and ongoing

SCI is committed to providing both customers and clients with publicly available emergency information in an accessible format upon request. SCI will also provide employees with disabilities with individualized emergency response information when required.

## INFORMATION & COMMUNICATION

Status: **Level A - Completed August 31, 2015**  
**Level AA - Ongoing**

SCI is committed to creating, providing and receiving information and communication in ways that are accessible for people with disabilities.

SCI will ensure that our existing processes for receiving and responding to feedback are accessible to people with disabilities upon request. SCI will provide or arrange for accessible formats and communication supports upon request.

In further pursuit of our commitment to meet the communication needs of people with disabilities, SCI will ensure that, upon request, they will provide or arrange for the provision of publicly available information that is in respect of our goods, services or facilities in an accessible format and at a cost that is not more than that charged to others.

SCI will take the following actions to achieve these goals:

1. Consult with the person making the request in a timely manner to determine the most appropriate accessible format or communication support, given the needs of the person, whether the content is convertible and SCI's capability;
2. Providing the accessible format or communication support in a timely manner and at no additional cost; and
3. Notifying the public about the availability of accessible formats and communication supports.

SCI will take the following steps to ensure all new websites and content on those sites conform with WCAG 2.0, Level AA requirements by January 1 2021:

1. Ensure that any new websites or existing websites going through a significant change conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by August 31, 2015.
2. Company website, communication materials, telephone communications and in-person interactions are based on accessibility best practices.
3. Ensure that any new websites or existing websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA by **January 1, 2021**.

SCI has and continues to take the following steps to ensure all publicly available information is made accessible upon request:

1. Included information on our website about accessible formats being available upon request.
2. Consult with those individuals requesting information to take into account their specific needs.

## **EMPLOYMENT**

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Status: Ongoing

SCI is committed to providing a fair and accessible process across all stages of the employment life cycle to allow employees to reach their full potential.

## **RECRUITMENT**

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Status: Ongoing

SCI will take the following actions to achieve these goals during the recruitment and assessment processes, and when employees are hired:

1. Notify the public and our staff that we will accommodate people with disabilities during the recruitment process;
2. 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 utilized;
3. Consult with job applicants who request accommodation to support them through the recruitment, selection and/or assessment process and take into account their needs, so that the accommodations provided are effective; and
4. Notify the successful applicant of SCI's policies for accommodating our employees with disabilities.

## **INFORMATION FOR EMPLOYEES**

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Status: Ongoing

SCI will inform our employees of the policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability, by:

1. On request, consulting with our employees with disabilities to determine those accessible formats or communication supports that may be of assistance in accessing workplace information, and how such individualized accommodation may be provided; and
2. Providing the information as soon as practicable after commencement of employment, and updates whenever there is a change to the policies.

## **ACCOMODATION PROCESS**

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Status: Ongoing

SCI will develop and put in place a process for the creation of documented individual accommodation plans for those employees with disabilities (policies to be complete by October 2015). This process shall be implemented by:

1. Considering how employees with disabilities will participate in the development of their accommodation plan and what the plans may include;

2. Determining the means by which an employee is assessed on an individual basis;
3. Determining the manner by which SCI can request an evaluation by an outside expert, at the company's expense, to determine if and how accommodation can be achieved;
4. Establishing a written process to determine where the plans will be stored and what steps will be taken to protect the privacy of employee information;
5. Develop a written process to determine when and how the individual accommodation plans will be reviewed and updated;
6. Develop a written process to determine the manner in which reasons will be given when an accommodation plan is denied; and
7. Determining the means of providing the accommodation plan in a format that takes into account the employee's accessibility needs.

Individualized accommodation plans will include any:

1. Information regarding accessible formations and communication supports provided;
2. Individualized workplace emergency response information; and
3. Other accommodation that is to be provided.

## **RETURN TO WORK**

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Status: Ongoing

SCI has developed and enacted a documented return to work process for those employees that have been absent from work due to a disability and require disability-related accommodation in order to return to work. This process outlines the steps that SCI will take to facilitate the return to work of the applicable employees and the use of individual documented accommodation plans.

SCI will ensure that it takes into account the accessibility needs of employees with disabilities (as well as their individual accommodation plans) when implementing its performance management process by:

1. Reviewing individual accommodation plans to understand employee needs and determine whether they should be adjusted to improve job performance;
2. Providing performance-management related documents in accessible formats; and
3. Providing informal and formal coaching and feedback in a manner that takes an employee's disability into account.

SCI will take into account the accessibility needs of its employees with disabilities (as well as their individual accommodation plans) when providing career development, advancement, or redeployment. This may occur through the consideration of what accommodations employees with disabilities may need to succeed elsewhere within our organization, to take on new responsibilities in a current role, or when redeployment has become necessary.

## **DESIGN OF PUBLIC SPACES**

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At the present time, SCI does not plan on developing or redeveloping any of its public spaces, as defined in the Design of Public Spaces Standard. However, should it choose to do so, this policy and plan will be revised to include the requirements thereunder and how we will achieve compliance. Compliance will include all

applicable public spaces. Procedures to avoid and address service disruptions to accessible parts of public spaces will be addressed should they occur.

## **ACHIEVEMENT & PROGRESS**

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SCI has already taken a variety of strides to incorporate accessibility into aspects of its business and operations. We have achieved our goals on various fronts. Our accessibility plan will be updated at least every five (5) years, showing our progress and accomplishments as we pursue the core principles of dignity, independence, integration, and equal treatment.

## **CONTACT INFORMATION**

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For more information on this accessibility policy and plan or to request an accessible format of this document, please contact **SCI's Human Resources Department** at:

E-mail	<b>CorporateHR.SCI@sci.ca</b>
Address	<b>SCI Group Inc. 180 Attwell Drive, Suite 600 Toronto, ON M9W 6A9</b>