



MULTI YEAR ACCESSIBILITY PLAN

INTENT

This accessibility plan outlines the strategy of St. Joseph Communications (SJC) and the actions we have put in place to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Our Multi-Year Accessibility Plan is designed to be read together with our Accessibility Policy and outlines our commitment to prevent and remove barriers to accessibility.

STATEMENT OF COMMITMENT

SJC is committed to providing an accessible environment for all clients, associates, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

MULTI-YEAR ACCESSIBILITY PLAN

TIMEFRAME: Ongoing

SJC is committed to the continuous and ongoing review and improvement of our accessibility practices

ACCESSIBILITY FEEDBACK

If you have any questions or concerns about this plan or its initiatives, if you want to receive a copy of the plan in a different accessible format, or for any other accessibility requests or inquiries, please contact SJC's at sjc.hr@stjoseph.com or call us at 416.248.4868

ACCESSIBILITY POLICY

SJC has established an Accessibility Policy which includes provisions for the use of assistive devices by persons with disabilities, and addresses access by support persons and service animals.

EMPLOYMENT STANDARDS

SJC is an equal opportunity employer. SJC is committed to inclusive, barrier-free recruitment and selection processes and work environments.

RECRUITMENT AND SELECTION

During the recruitment process, SJC notifies job applicants and the public of its commitment to accommodate those with disabilities, and shall advise those selected for an interview that accommodation is available upon request. If a candidate requests accommodation, SJC will consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Successful applicants and associates are notified of SJC's policies regarding accommodating associates with disabilities through the posting of our policies and accommodation request form on our intranet.

ACCESSIBLE FORMATS AND COMMUNICATIONS SUPPORTS

Processes are in place to consult with associates and provide appropriate accessible formats and communication supports upon request and approval of an accommodation plan. Leaders are required to work with HR and consult with the associate with a disability to determine the most appropriate accessible format and communication support.

Requests made for accommodation will be kept confidential.

TRAINING

All SJC Associates have completed training compliant with requirements of the AODA for Customer Service, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.

New hires receive this training as part of their onboarding and training is refreshed on a regular basis. SJC maintains a record of all training completion dates.

WORKPLACE EMERGENCY RESPONSE

Associates can complete an online questionnaire, available on SJC's intranet site, requesting individualized workplace emergency response assistance or information. SJC then works with the associate to help ensure that appropriate emergency response measures are in place for that associate.

INFORMATION AND COMMUNICATION STANDARDS

SJC ensures that information and communications to our clients and associates are available in alternate formats upon request and in a timely manner.

In determining an appropriate format, we commit to consulting with the requestor.

Websites:

SCJ is committed to ensuring that its websites meet the requirements of the Worldwide Consortium Accessible Guidelines (WCAG) as outlined in the Integrated Accessibility Standards Regulation.

DESIGN OF PUBLIC SPACES STANDARDS

SJC is not typically open to the public, however, communal spaces and offices are accessible including ramp access to the building, power doors and accessible washrooms to ensure accessibility for associates, clients and vendors.

CUSTOMER SERVICE STANDARDS

SJC is committed to excellence in serving all customers including people with disabilities. SJC is committed to providing people with disabilities the same opportunity to access our goods and services in a similar way as other clients. For the purposes of this customer service policy, associate means every person who deals with clients or members of the public on behalf of SJC whether the person does so as an associate, volunteer, agent or intern.

ACCESSIBLE MEETINGS

Ensuring that our clients are able to participate effectively in meetings is key to our success. SJC commits to ensuring that we provide for high levels of accessibility both in terms of meeting space as well as in the content and proceedings of meetings.

PROCUREMENT

As required, we will endeavor to incorporate accessibility provisions into our procurement practices. Where applicable, our procurement practices may outline the desired accessibility elements to be met. Examples where accessible procurement may be relevant may include computer purchases, software, office equipment, and leasing space.

FEEDBACK PROCESS

Our goal is to surpass the expectations of our clients. Comments on how our services are met are appreciated. Customers who wish to provide feedback on how SJC provides goods and services to people with disabilities can do so by email or verbally by telephone.

ACCESSIBILITY POLICY REVIEW

This plan will be reviewed and updated at least once every five years.