



Accessibility Policy & Multi-Year Plan

This accessibility plan outlines the policies and actions that The Conservatory Group will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Conservatory Group 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, 2005* (the "AODA") and Ontario's accessibility laws.

Accessible Emergency Information

The Conservatory Group is committed to providing 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

The Conservatory Group will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on Ontario's *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Conservatory Group provides employees with the training needed to meet Ontario's accessible laws.

The Conservatory Group trains every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

The Conservatory Group keeps records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Kiosks

In the event The Conservatory Group ever obtains self-serve kiosks, The Conservatory Group will train its employees to consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and communications

The Conservatory Group is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities to determine their information and communication needs.

The Conservatory Group has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A on and after January 1, 2014:

- IT will ensure that all new websites and content on those sites conform with WCAG 2.0, Level A; and
- IT will access the current website to prepare for future compliance requirements.

The Conservatory Group has taken the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request on and after January 1, 2015:

- IT will ensure feedback processes for accessibility matters include all Integrated Accessibility Standard components; and
- The Conservatory Group will provide various feedback options (including by way of telephone, fax, email and regular mail). The Conservatory Group will consider other methods of feedback if required to ensure accessibility.

The Conservatory Group has taken the following steps to make sure all publicly available information is made accessible upon request on and after January 1, 2016:

- The appropriate department, with the assistance of Human Resources, will provide accessible formats and communication supports upon request in a timely manner.

The Conservatory Group has taken the following steps to make all websites and content conform with WCAG 2.0, Level AA on and after January 1, 2021:

- The IT Department will work with the Human Resources department to ensure that our public website is accessible; and
- AODA compliance will be included as one of the main criteria when selecting technology vendors for new website development.

Employment

The Conservatory Group is committed to fair and accessible employment practices. The Conservatory Group will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Prospective applicants will be advised of the availability of accommodations by the Hiring Manager or Human Resources and that The Conservatory Group is an AODA friendly environment;
- Hiring Manager or Human Resources will inform employees of policies for accommodating employees with disabilities when making offers of employment; and
- Hiring Manager or Human Resources will notify employees of the ability to provide accommodations on job postings.

On January 1, 2016, The Conservatory Group took 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:

- Human Resources will develop a written process for individual accommodation plans, which may consider the following:
 - how the employee can participate;
 - how the employee will be assessed;
 - how The Conservatory Group can use third-parties if required in order to assist in determining if/how the accommodation can be achieved;
 - how the employee information will remain private;
 - how often the plan will be reviewed and updated;
 - how the reasons for denied requests will be communicated; and
 - how the plan will be provided to the employee

On January 1, 2016, The Conservatory Group took the following steps to ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development, and/or redeployment processes:

- Management will inform employees of the policies available to support employees with disabilities, such as: policies on the provision of job accommodations. Applicable policies will be applied to ensure that employees' needs due to disability are taken into account in the application of performance management, career development, and/or redeployment processes.

On January 1, 2016, The Conservatory Group took the following steps to prevent and remove other accessibility barriers identified: The Conservatory Group will assess, review, and alter (if required) policies and procedures on a frequent basis to ensure compliance with the *AODA*.

Design of Public Spaces

The Conservatory Group will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, if ever applicable.

In the event of a service disruption that impacts accessibility in public spaces, The Conservatory Group will notify the public of the service disruption and when available, provide alternatives.

Policy Review

The Conservatory Group will review and update this policy at least once every five years. This Policy was reviewed and updated on November 2023.

For more information

For more information on this accessibility plan, please contact Anamaria Petrec at:

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Accessible formats of this document are available free upon request.