



Reliance Home Care Multi-Year Accessibility Plan

Introduction and Statement of Commitment

Reliance Home Care is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and all applicable requirements of the Integrated Accessibility Standards Regulation (IASR). Reliance Home Care believes in integration and equal opportunity and is committed to meeting the accessibility needs of persons with disabilities and to treating all people in a way that allows them to maintain their dignity and independence.

This multi-year plan outlines Reliance Home Care's strategy to prevent and remove barriers. It will be reviewed at least once every five years, and as required.

Overview of Multi-Year Accessibility Plan

Accessibility Standard for Customer Service a. Customer Service Standard b. Notice of Availability of Customer Service Standards Policies 2. Integrated Accessibility Standards Regulations (IASR) a. Emergency Procedure, plan of Public safety Information b. Workplace Emergency Response Information c. Training d. Information and communication Standards i. Feedback, Accessible formats and Communication Supports ii. Accessible Websites and Web Content e. Employment Standards i. Recruitment ii. Informing Employees of Supports iii. Documented Individual Accommodation Plans/Return to Work Process iv. Performance Management, Career Development and Redeployment

1. Accessibility Standards for Customer Service

a. Customer Service Standards

The Accessibility Standards for Customer Service were established to ensure that goods and services provided in Ontario are accessible to people with disabilities and that people with disabilities are treated independently, equally, with respect and with dignity.

Reliance Home Care has implemented the following measures to comply with these standards:

All employees are trained to communicate and provide excellent customer service to all customers including people with disabilities . Employees are trained on or about assistive devices made available by Spectrum and will welcome persons with disabilities to use their own assistive devices

Persons accompanied by a support person, guide dog, other service animal are accommodated; employees will consult with the individual with a disability to understand his/her needs . If there is a temporary disruption in those facilities used by persons with disabilities, Reliance Home Care will give notice of the disruption to the public where possible and include the reason for the disruption, the anticipated duration and a description of alternate facilities or services if any are available . Training will be provided to all employees about the purpose and requirement of the AODA, how to interact and communicate with persons with disabilities, how to use assistive devices available at Spectrum, how to interact with people who use assistive devices, and Reliance Home Care's policies, procedures and practices relating to the provision of goods and services to the public and other third parties . Records of training will be kept including the date of training and number of employees trained . Employees will encourage feedback from persons with disabilities through multiple communication methods

Reliance Home Care has been in compliance with this regulation since January 1, 2012.

b. Notice of Availability of Customer Service Standards Policies

Reliance Home Care will provide a notice informing the public of the availability of the Customer Service Standards policies

Required compliance date: July 1, 2019 Status: In compliance

2. Integrated Accessibility Standards Regulation

a. Emergency Procedure, Plans or Public Safety Information

Emergency procedures, plans and public safety information prepared by Reliance Home Care and made available to the public will be made in an accessible format or with appropriate communication supports as soon as possible upon request

Reliance Home Care has been in compliance since January 1, 2012.

b. Workplace Emergency Response Information

When the company becomes aware of the need to accommodate an employee's disability, if the disability is such that individualized emergency response information is required, Reliance Home Care will provide that information to the employee as soon as practicable . If an employee who receives individualized workplace emergency response information required assistance, with the employee's consent, the company will provide the workplace emergency response information to the person designated to assist the employee. Reliance Home Care

will review the individualized workplace emergency response information when the employee moves to a different location in the organization, the employee's overall accommodation needs or plans are reviewed or when the company reviews its general emergency response policies/plans.

3 Reliance Home Care has been in compliance January 1, 2012.

c. Training

In accordance with the IASR, Reliance Home Care will: Ensure that appropriate training on the requirements of the IASR and Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees, interns and persons participating in the development of and approval of the company's policies. Ensure that the training to the above noted, is provided as soon as practicable. Maintain a record of the training provided, including the dates and number of people trained on each date. Ensure that training is provided on any changes to the prescribed policies on an ongoing basis

Required compliance date: January 1, 2015 Status: In compliance, ongoing

d. Information and Communication Standards

Feedback, Accessible Formats and Communication Supports

In accordance with the IASR, Reliance Home Care will: . Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The company will notify the public about the availability of accessible formats and communication supports. . Except as otherwise provided for under the IASR, provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs. . Consult with the person making the request in determining the suitability of an accessible format of communication support. . Notify the public about the availability of accessible formats and communication supports.

Required compliance date: January 1, 2015 – Feedback-related provision January 1, 2019 – Accessible Formats and Communication Supports Status: In compliance

Accessible Websites and Web Content

In accordance with the IASR, Reliance Home Care will ensure that its public website and online content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A (new websites and online content) by January 1, 2014, to level AA for all content by January 1, 2021.

Required compliance date: January 1, 2014 - WCAG 2.0 Level A – new websites and web content January 1, 2021 – WCAG 2.0 Level AA – all websites and web content, except for

Exclusions set out in the IASR process

Status: WCAG 2.0 Level A in compliance; Level AA in

e. Employment Standards

Recruitment

Reliance Home Care will: Notify employees and the public that accommodation is available for applicant with disabilities on its website and job postings . Inform applicants selected to participate in an assessment or selection process that accommodations are available for applicants with disabilities during the recruitment process, upon request, in relation to materials in processes to be used . Upon request, consult with the applicant and arrange for suitable accommodation . Notify the successful applicant, when making offers of employment, of its policies for accommodating employees with disabilities

Informing Employees of Supports

Reliance Home Care will: Inform employees and new hires, as soon as is practicable, of the company's policies to support employees with disabilities and keep employees updated on changes to these policies . Upon request from an employee with a disability and in consultation with the employee, provide suitable accessible formats and communication supports for information needed by the employee to perform the job and information that is generally available to employees

Documented Individual Accommodation Plans/Return to Work Process

Reliance Home Care will: Review policies developed to facilitate an employee's return to work following absenteeism due to disability and include processes that the company will follow to accommodate an employee with an ongoing disability . Develop a written process for the development of documented individual accommodation plans for employees with a disability if such plans are required

Performance Management, Career Development and Redeployment

Reliance Home Care will: . Take into account the accessibility needs of employees with disabilities and their individual accommodation plans when utilizing Reliance Home Care's

Performance management processes, considering career development and when redeploying employees with disabilities

Required compliance date: January 1, 2019 Status: In compliance