

## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR) Intent

This 2017 to 2021 accessibility plan outlines the policies and actions that Robinson's Pharmacy Group, 1124980 Ontario Inc (892673351), 1276 Lasalle Blvd., Sudbury On P3A 1Y8 will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

### Statement of Commitment

Robinson's Pharmacy Group believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Plan

<b>Accessible Customer Service Policy</b> <ul style="list-style-type: none"> <li>• Established Customer Service Policy</li> <li>• Ensure documents are accessible</li> <li>• Post policy</li> </ul>		January 1 <sup>st</sup> , 2012
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Provide training on the requirements of accessibility standards and the Human Rights Code via HR Downloads training</li> <li>• Keep Records of training</li> <li>• Provide yearly refresher training modules via HR Downloads</li> <li>• Welcome service animals and support persons</li> <li>• Create accessible ways for people to provide feedback</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>• Training has been assigned and completed by all staff and all new hires</li> <li>• Yearly refresher training is assigned and completed by all active employees</li> <li>• HR Downloads keep track of all names and dates of training</li> <li>• Process in place</li> <li>• Notifications posted when service interruptions occur</li> <li>• Advanced warning provided where applicable</li> <li>• Customer Feedback Form available in different formats when requested</li> </ul>	
<b>Accessibility Compliance Report</b> <ul style="list-style-type: none"> <li>• File an accessibility compliance report at <a href="http://www.ontario.ca/AccessON">www.ontario.ca/AccessON</a></li> </ul>		December 31 <sup>st</sup> , 2014
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• File an accessibility compliance report</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>• Complete</li> </ul>	
<b>Human Rights Training</b> <ul style="list-style-type: none"> <li>• Provide all employees training in regards to the Human Rights Code pertaining to persons with disabilities</li> <li>• Maintain records of the dates when the training was offered and completed</li> </ul>		January 1 <sup>st</sup> , 2016
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• All employees are assigned training through HR Downloads</li> <li>• HR Downloads tracks names and dates that the training was completed</li> </ul>	

<b>Status:</b>	<ul style="list-style-type: none"> <li>• Training has been assigned and completed by all staff and all new hires</li> <li>• HR Downloads keep track of all names and dates of training</li> </ul>
<b>Accessible Formats and Communication Supports</b> <ul style="list-style-type: none"> <li>• Provide or arrange for provision of accessible formats and communication supports for persons with disabilities.</li> <li>• Notify the public regarding the availability of accessible formats and communication supports</li> </ul>	January 1 <sup>st</sup> , 2016
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Develop a policy to ensure all employees and the public are aware of accessible formats and feedback process</li> <li>• Communicate to the public that there are accessible formats available upon request</li> <li>• Develop a request form notifying what formats are available and what format may be required</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>• Process in place</li> <li>• Notification posted that alternate formats are available upon request</li> </ul>
<b>Recruitment</b> <ul style="list-style-type: none"> <li>• Establish a policy to ensure that applicants are aware of the availability of accommodation for applicants with disabilities</li> </ul>	January 1 <sup>st</sup> , 2017
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Develop standard statement regarding availability of accommodation that would be included in all internal and external recruitment advertising on the internet and in job descriptions</li> <li>• Notify applicants on the external website regarding available accommodation for applicants</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>• Statement developed and will be included in any future recruitment postings</li> </ul>
<b>Recruitment, Assessment &amp; Selection</b> <ul style="list-style-type: none"> <li>• Notify applicants that are participating in the selection process that accommodations are available upon request</li> <li>• Consult with the applicant if they request accommodation to arrange for a suitable accommodation taking into account their accessibility needs</li> </ul>	January 1 <sup>st</sup> , 2017
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Inform candidate during the pre-screening process of available accommodations</li> <li>• Develop a process for suitable accommodations as requested by applicants</li> <li>• Update our recruitment policy to reference the accommodations process</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>• Future candidates will be asked when booking interviews if there are any accessibility needs that need to be accommodated for</li> </ul>
<b>Informing Employees of Supports</b> <ul style="list-style-type: none"> <li>• Inform all employees of policies that support employees with disabilities including but not limited to the provision of job accommodations taking into account the employee's accessibility needs due to a disability</li> </ul>	January 1 <sup>st</sup> , 2017
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Notify current employees as well as new hires that there are policies supporting employees with disabilities including but not limited to job accommodations that take into account an employee's needs due to disability</li> <li>• Consult with the employee if they request accommodation to arrange for a suitable accommodation taking into account their accessibility needs</li> </ul>

	<ul style="list-style-type: none"> <li>Keep employees notified of existing policies on job accommodations with respect to disability</li> <li>Amend new hire form to allow for identification of assistance in case of emergency</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>Complete/On going</li> </ul>
<b>Performance Management, Career Development &amp; Redeployment</b> <ul style="list-style-type: none"> <li>Take into account the accessibility needs of employees with disabilities as well as accommodation plans when discussing performance management, career development and advancement as well as redeployment</li> <li>Update policies to include new AODA regulations</li> </ul>	<p>January 1st, 2017</p>
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Communicate to all employees</li> <li>Update performance management procedure to include reference to accessibility needs during meeting</li> <li>Update redeployment policy to include career development and accessibility needs</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>Complete</li> </ul>
<b>Documented Individual Accommodation Plans/Return to Work Process</b> <ul style="list-style-type: none"> <li>Existing policies already include steps to accommodate an employee's return to work after absenteeism due to disability</li> <li>Review existing policies to ensure they include a process for a documented individual accommodation plan for employees with a disability</li> <li>Ensure barriers in accommodation and return to work processes are eliminated and policies surrounding accommodation and return to work are followed</li> <li>Update existing policies to include if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> </ul>	<p>January 1st, 2017</p>
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Update existing return to work process to accommodate an employee with a disability and facilitate an employee's return to work after absenteeism due to disability</li> <li>Include a manner in which the employee requesting accommodation can participate in the development of the plan</li> <li>Ensure steps are in place to protect the privacy of the employee</li> <li>Ensure the policy outlines the frequency in which the accommodation plan will be reviewed</li> <li>Update emergency plan to include individual workplace emergency response for employees requiring assistance during an evacuation</li> <li>Consult with the employee if they request accommodation to arrange for a suitable accommodation taking into account their accessibility needs</li> <li>Keep employees notified of existing policies on job accommodations with respect to disability</li> </ul>
<b>Status:</b>	<ul style="list-style-type: none"> <li>On-going on individual employee basis</li> </ul>

<b>Accessible Websites and Web Content</b>		December 31 <sup>st</sup> , 2017
<ul style="list-style-type: none"> <li>Ensure websites and web content meet AODA Information and Communication Standards</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Ensure website and web content conform with the WCAG accessibility guidelines</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>In progress</li> </ul>	
<b>Design of Public Spaces</b>		December 31 <sup>st</sup> , 2017
<ul style="list-style-type: none"> <li>Make service counters and waiting areas accessible</li> <li>Ensure Parking lots are accessible</li> <li>Ensure there is fixed seating</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>Assess parking lot. Currently accessible spots are above standard for both customers and employees</li> <li>Assess lunchroom for employees</li> <li>Assess service counter heights</li> <li>Assess waiting areas and fixed seating</li> <li>Assess entrance/exits (Update current structure)</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>In progress</li> </ul>	
<b>Accessibility Compliance Report</b>		December 31 <sup>st</sup> , 2017
<ul style="list-style-type: none"> <li>File an accessibility compliance report at <a href="http://www.iaa.gov.on.ca">www.iaa.gov.on.ca</a></li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>File an accessibility compliance report</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>In-Complete</li> </ul>	
<b>Accessibility Compliance Report</b>		December 31 <sup>st</sup> , 2020
<ul style="list-style-type: none"> <li>File an accessibility compliance report at <a href="http://www.iaa.gov.on.ca">www.iaa.gov.on.ca</a></li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>File an accessibility compliance report</li> </ul>	
<b>Status:</b>	<ul style="list-style-type: none"> <li>In-Complete</li> </ul>	