

Reliance Comfort Limited Partnership Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan

Plan Effective Date: December 1, 2013

Document Updated: November 30, 2015

Document Updated: February 28, 2020

Statement of Commitment

Reliance 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*.

Accessible Emergency Information

Reliance is committed to providing its customers with publicly available emergency information in an accessible way upon request. We will also provide employees (“Team Members”) with disabilities with individualized emergency response information when necessary.

Training

- Reliance will provide training to Team Members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of team members. All active Team Members were trained prior to January 1, 2015, and all new Team Members are provided training within the new hire orientation period.

Reliance will ensure Team Members are provided with the training needed to meet Ontario’s accessible laws through the following:

- Established training needs for various functional areas within Reliance
- Appropriate training material has been incorporated into our training programs

Compliance Date: January 1, 2015

Information and Communications

Reliance is committed to meeting the communication needs of people with disabilities. Reliance has taken the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- Ensure our internal IT and communications professionals are aware of the accessibility laws and are familiar with WCAG 2.0 and other means of accessible communication

- Undertake an assessment of our current websites and their current level of compliance and ensured conformance with WCAG 2.0, Level A requirements for any new site
- Train all team members on accessible format options for our publicly available information

Compliance Date: January 1, 2014

Reliance will take the following steps by January 1, 2021 to make all websites and content conform with WCAG 2.0, Level AA:

- Appoint an internal IT specialist to be a subject matter expert on the requirements of WCAG 2.0, Level AA
- Make all necessary upgrades to the Reliance websites, internal and external, to conform with WCAG 2.0, Level AA

Reliance will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Establish and publish means for people to provide feedback to Reliance, which includes mail, email and telephone communication Train all customer service Team Members on various accessible feedback methods

Compliance Date: January 1, 2015

Employment

Reliance is committed to fair and accessible employment practices.

We will take the following steps to notify the public and Team Members that, when requested, Reliance will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All internal and external job postings, including our website will include an accommodation statement
- During verbal or written correspondence with candidates they will be advised that accommodation is available if requested

Compliance Date: January 1, 2016

Reliance will take the following steps to ensure an adequate process for developing individual accommodation plans and return to work policies for team members that have been absent due to a disability:

- Review existing Accommodation Policy and Return to Work Policy to ensure they meet the requirements under AODA
- Make any necessary revisions and communicate updated policies

Compliance Date: January 1, 2016

Reliance will take the following steps to ensure the accessibility needs of team members with disabilities are taken into account when assessing performance, considering career development opportunities and making job changes:

- Review any existing accommodation plans to understand the needs of the individual in relation to the expectations of the current or potential job opportunity
- Make performance management documents accessible in different formats when requested
- Provide feedback and coach our Team Members in a way that is accessible to them

Compliance Date: January 1, 2016

Reliance will take the following steps to prevent and remove other accessibility barriers identified, such as attitudinal barriers:

- Communicate and educate all team members on accessibility needs, barriers and options to overcome these at Reliance

Compliance Date: January 1, 2016

Design of Public Spaces

Reliance will meet the Accessibility Standards for the Design of Public Spaces when building or making modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs
- Accessible parking
- Service-related elements like service counters and waiting areas

In the event of a service disruption, we will notify the public of the service disruption and alternative options available.

Compliance Date: January 1, 2015

For more information

For more information on this accessibility plan, please contact Nicole Vanslyke at 416-499-4036, nvanslyke@reliancecomfort.com.

Accessible formats of this document are available free upon request from:

- Customer service teams at 1-866-RELIANCE
- By contacting us via our website: [Reliance website](#)