

## **Accessibility Plan and Policies for Royal Laser**

This 2014-21 accessibility plan outlines the policies and actions that Royal Laser (“Royal Laser”) will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Royal Laser 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.

### **Accessible Emergency Information**

Royal Laser is committed to providing the 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**

Royal Laser will provide training to employees, volunteers and other staff 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 employees, volunteers and other staff members.

Royal Laser will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015.

- Employees will be trained when changes are made to the accessibility policy as soon as practicable
- New employees will be trained during Orientation

### **Information and Communications**

Royal Laser is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Royal Laser will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

- Consult with internal marketing personnel and external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0

Royal Laser will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Conduct a review of all feedback processes across the organization (internally and externally)
- Determine what / how accessible formats and communication supports we will provide upon request

Royal Laser will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Determine what accessible formats and communication supports we will provide to persons with disabilities

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

- Consult with internal marketing personnel and external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0

## **Recruitment**

Royal Laser is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Royal Laser will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

### **(a) Notice to Successful Applicants**

When making offers of employment, Royal Laser will notify the successful applicant of its policies for accommodating employees with disabilities.

### **(b) Informing Employees of Supports**

Royal Laser will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

## **Return to Work Process**

Royal Laser maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Royal Laser will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (ie., the *Workplace Safety Insurance Act, 1997*).

### **Performance Management, Career Development and Advancement & Redeployment**

Royal Laser will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees

### **Design of Public Spaces**

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

- Outdoor public eating areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters and waiting areas

Royal Laser will put procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

### **For More Information**

For more information on this accessibility plan, please contact Human Resources at:

Phone: (416) 679-9474

Email: [info@royallaser.com](mailto:info@royallaser.com)