

**1. ACCESSIBILITY PLAN AND POLICIES FOR ALLSEATING**

- 1.01 This 2014-2021 accessibility plan outlines the policies and actions that **ALLSEATING** will put in place to improve opportunities for people with disabilities.

**2. STATEMENT OF COMMITMENT**

- 2.01 **ALLSEATING** 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.

**3. ACCESSIBLE EMERGENCY INFORMATION**

- 3.01 **ALLSEATING** is committed to providing its 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.

**4. TRAINING**

- 4.01 **ALLSEATING** 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.
- 4.02 **ALLSEATING** will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:
- Establish a policy in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") which outlines the necessary training to be provided to employees;
  - Train all applicable employees according to the requirements of the AODA; and
  - Review training on an annual basis to ensure all employees receive training and training is current

**5. INFORMATION AND COMMUNICATIONS**

- 5.01 **ALLSEATING** 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.
- 5.02 **ALLSEATING** 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**:
- a. Perceivable:
    - Include larger font;

- Create content that can be presented in different ways (i.e.: simpler layout) without losing information or structure; and
  - Make it easier for users to see and hear content by separating foreground and background.
- b. Operable:
- Ensure content is carefully and thoughtfully designed;
  - Provide users enough time to read and use content; and
  - Provide ways to help users navigate, find content, and determine where they are.
- c. Understandable:
- Ensure text content is readable and understandable;
  - Create web pages that appear and operate in predictable ways; and
  - Assist users in avoiding and correcting mistakes.

5.02 **ALLSEATING** will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Continue to provide all customers and clients with the **ALLSEATING** Customer Service/Sales Support Specialist phone number and email address
- Include a link on the company webpage dedicated to AODA Feedback providing options for verbal (telephone number) and written (email/online submissions) feedback.

5.03 **ALLSEATING** will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Collaborate with Marketing and Human Resources to ensure the AODA policy is publicly available upon request; accessible by request via company website

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

- Ensure that foreground and background colors have enough contrast
- Create data entry fields that are large enough to show all of the entered data without scrolling

## 6. EMPLOYMENT

6.01 **ALLSEATING** is committed to fair and accessible employment practices.

6.02 **ALLSEATING** will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Ensure job postings state that **ALLSEATING** is an equal opportunity employer and necessary accommodations will be made as requested; and



- Offer candidates the opportunity to request accommodations when invited for person-to-person interviews and/or real-job tours.

6.03 **ALLSEATING** will take 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:

- We will continue to act in accordance with our pre-established comprehensive return-to-work program; and
- We will extend the program to include not only employees absent from work, but also those that have been absent due to a disability

6.04 **ALLSEATING** will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if **ALLSEATING** is using performance management, career development and redeployment processes:

- We will ensure documents are available in accessible formats
- We will provide feedback and coaching in a way that is accessible to employees
- We will provide the accommodations they need to successfully learn new skills or take on more responsibilities

6.03 **ALLSEATING** will take the following steps to prevent and remove other accessibility barriers identified:

- We will continue to act in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA")
- Ensure employees receive the required training as per the AODA requirement
- Collaborate with employee to determine the most appropriate accommodation

## 7. DESIGN OF PUBLIC SPACES

7.01 **ALLSEATING** 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 like rest stops or picnic 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, fixed queuing lines and waiting areas

## 8. SERVICE DISRUPTION

8.01 **ALLSEATING** will put the following 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 **Carrie Clark** at:

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

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