

## **Accessibility Plan**

### **Plan Overview**

The Accessibility Plan for Christie Lites is both a strategic vision as well as a multi-year plan. The Accessibility Plan describes how we will maintain exceptional customer service standards and employment standards by ensuring that Christie Lites is fully accessible to the public, including persons with disabilities. The Accessibility Plan will also ensure compliance with AODA guidelines and all provincial legislation requirements.

### **Commitment to Persons with Disabilities**

Christie Lites is committed to serving all customers, including meeting the accessibility needs of persons with disabilities in a timely manner. Christie Lites aims to provide products and services that are accessible and can meet individual needs, to the extent practicable, by preventing and removing barriers to persons with disabilities. In doing so, Christie Lites remains committed to respect the dignity and independence of persons with disabilities.

### **Accessibility for Customers, Employees & General Public**

Christie Lites has been building and maintaining an inclusive and accessible organization for many years.

Christie Lites will continue to make reasonable efforts to ensure that our company policies, procedures, and practices pertaining to employment and to the provision of products & services to the public and other third parties, align with the guiding principles of independence, dignity, integration and equal opportunity as set out in 2005 by Bill 118, the Accessibility for Ontarians with Disabilities Act (AODA).

We are committed to giving customers with disabilities the same opportunities to access our products, as well as giving employees with disabilities the same opportunities to deliver our products to customers. This policy applies to all Christie Lites staff members, including full time, part time and contract-personnel, who may deal with the public.

Christie Lites is committed to meeting the legislative requirements established by AODA under the new Integrated Accessibility Standards effective January 1, 2014 as well as the Accessibility Standards for Customer Service already required prior to January 1, 2012. Accessibility Standards apply to every organization and to every person that provides goods or services to members of the public and that has at least one employee in Ontario. Workplace Accessibility Barriers Assessment is an assessment that aims at ensuring that we meet the legislative requirements, and continue to do so through periodic assessments.

### **Employee Training**

Christie Lites will continue to provide education and training material to all employees and staff who deal with the public and other third parties on their behalf.

- The Christie Lites Customer Service Standard Policy was included in the company employee manual and posted on the company Intranet, effective January 1, 2012.
- All Christie Lites employees were also presented Accessibility Training Tips, prepared by Access Ontario.
- All newly hired Christie Lites employees in Ontario are required to complete a new employee orientation training program. Effective January 1, 2012 that process now

includes a section on reviewing Accessibility and the Customer Service Standard Policy with the Manager of Human Resources.

- Christie Lites continually assesses the need for additional staff training in accordance with the distribution of new or amended company policies & procedures.

### **Information & Communications Standards**

Christie Lites is committed to meeting the communication needs of all our customers, including persons with disabilities.

Christie Lites will continue to respond to all customer feedback in a timely manner and we will answer any questions customers may have as required either in person, by telephone or email/fax. Upon request, Christie Lites will aim to address the specific needs of any persons with a disability that requires assistance in communication or receiving alternative forms of information, to the extent practicable.

Christie Lites will take steps to review its company websites and to evaluate content conformance on the site with new standards, to the extent practicable (WCAG 2.0 Level A effective January 1, 2014). All Christie Lites web content will be assessed and evaluated on a regular basis for current accessibility conformance and potential barriers.

Christie Lites does not operate or maintain any public self-service kiosks.

### **Employment Standards**

Christie Lites is committed to fair and accessible employment and recruitment practices, and continues to comply with all current provincial Employment Standard Acts. Upon request, Christie Lites will provide, to the extent practicable, sufficient accommodations to all employees and applicants, including persons with disabilities. Christie Lites has also advised staff on the potential need to request assistance through Individualized Emergency Response Plans in the workplace.

### **Transportation Standards**

Christie Lites does not currently operate or provide any public transportation services.

### **Compliance Accomplishments**

- The Customer Service Standard Policy was made available on the Christie Lites website, effective January 1, 2012.
- Christie Lite complied with all applicable Accessibility Standards for Customer Service by January 1, 2012 (for private sector organizations with 20 or more employees).
- Christie Lites successfully filed the required online compliance report with the Government of Ontario prior to December 31, 2012.
- Christie Lites complied with all new Integrated Accessibility Standards by January 1, 2014 (for large organizations with 50 or more employees in Ontario).
- The Accessibility Policy and Accessibility Plan will be made available on the Christie Lites website, effective January 1, 2014.
- The Accessibility Plan will be reviewed and updated no less than once a year by the Christie Lites Joint Health & Safety Committee.
- Christie Lites will continue to review all existing company policies & procedures when appropriate, and amend accordingly when required.

**More Information**

For more information on the Accessibility Plan, or to provide feedback on the Customer Service Standard Policy, please contact:

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