



2013 LucasWorks Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act (AODA), was passed in 2005. It requires that Ontario be an accessible province by 2025. It includes a phased in approach to the implementation of requirements through regulations under AODA to help public, private and not-for profit organizations identify, prevent and remove barriers to accessibility. The standard covers five areas; customer Service, Information and communications, Employment, Transportation and the Built Environment.

This Accessibility Plan outlines the policies and actions that LucasWorks has and will put in place to improve opportunities for people with disabilities. This plan is posted on our website and will be made available in alternate formats as requested.

Statement of Commitment

LucasWorks 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.

(Date of compliance – January 2014 – Completed)

Accessible Emergency Information

LucasWorks is committed to providing our 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.

(Date of compliance – January 2014 – Completed)

Training

LucasWorks 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 suites the duties of the employees, volunteers and other staff members.

LucasWorks will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Include the Accessibility training in our employee orientation for those employees it applies to
- Sign off indicating they have read this information

(Date of compliance – January 2015 – Completed)

Self Service Kiosks

LucasWorks currently does not have any Kiosks available to our employees or customers.

(Date of compliance – January 2014 – Not applicable for LucasWorks)

Information and Communications

LucasWorks 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.

LucasWorks has taken steps to make our current websites and content on our sites conform with WCAG 2.0 Level A.

(Date of compliance – January 2014 – Completed)

LucasWorks will take the following steps to make all new and current website and content conform to WCAG 2.0 Level AA by January 1, 2021:

- Engage with our marketing and IT team to ensure website is compliant with WCAG 2.0 Level AA, by January 2021

(Date of compliance – January 2021 – Not Completed)

LucasWorks includes in its policy a feedback processes that is accessible to people with disabilities upon request.

(Date of compliance – January 2015 – Completed)

LucasWorks includes in its policy availability of information in alternative format upon request.

(Date of compliance – January 2016 – Completed)

Employment

LucasWorks is committed to fair and accessible employment practices.

LucasWorks ensures and our policy indicates that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

(Date of compliance – January 2016 – Completed)

LucasWorks has a processes in place to design individual accommodation plans and return to work policies for employees that have been absent due to a disability, work related or un-work related.

(Date of compliance – January 2016– Completed)

We ensure the accessibility needs of employees with disabilities are taken into account if LucasWorks is using performance management, career development and redeployment processes.

(Date of compliance – January 2016 – Completed)

Design of Public Space

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

- Recreational spaces
- Outdoor public eating areas
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

LucasWorks will put the following procedures into 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 on this disability plan please contact Maureen Lucas at 519-988-1000 or email to maureen@lucasworks.ca. Accessible formats of this document are available free upon request.