

MULTI-YEAR ACCESSIBILITY PLAN

Canarm Ltd. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Canarm Ltd. is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. Our plan is reviewed and updated at least once every five (5) years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided. Canarm Ltd. has completed the following accessibility initiatives:

Customer Service:

Canarm Ltd. is committed to excellence in serving all customers including people with disabilities. Canarm complied with the AODA's Customer Service Standard with the following initiatives that were implemented as of January 1, 2012, and are ongoing:

- An Accessibility Standard for Customer Service was created in December 2011 and revised in November 2012.
- Canarm's employees are trained to serve customers of all abilities.
- A written record of accessibility training provided by Canarm is maintained.
- Service animals and support persons are welcomed on all Canarm premises.
- Accessible ways for people to provide feedback on how Canarm provides goods and services to people with disabilities was made available.

Information and Communications:

Canarm Ltd. currently provides accessible formats and communication supports for persons with disabilities upon request. Some examples include:

- Reading written information to a person directly
- Providing electronic copies of documents so print can be enlarged
- Providing text transcripts of audio or visual information
- Handwriting notes instead of speaking words
- Writing information in plain language

Canarm Ltd. provides notice to the public about the availability of accessible formats and communication supports and consults with the person making the request to determine the suitability of an accessible format or communication support.

Canarm Ltd. is working with our website provider to meet the internationally recognized Web

Canarm Ltd. provides emergency procedures, plans, or public safety information to the public in accessible formats on request.

Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. Canarm Ltd. is committed to ensuring all Canarm websites and web content conform as required by the AODA's Information and Communications Standard.

Employment:

In accordance with the AODA's Employment Standards, Canarm has implemented the following initiatives:

- When advertising job positions, we state that the accommodations for job applicants with disabilities are available on request.
- When inviting job applicants to participate in the selection process, we state that accessibility accommodations are available on request to support their participation. This is done by asking if any accessibility accommodations are needed for the recruitment process (not the job itself)
- When offering a job to a successful applicant, we inform them of our organization's policies on accommodating employees with disabilities.
- We document individual accommodation plans for employees with disabilities. Supervisors work with employees with disabilities to find the appropriate accommodation to meet the individual's accommodation needs.
- We provide workplace emergency response information to employees with disabilities if the disability makes it necessary and the supervisor is aware of the need.
- We have a process that supports employees who have been absent due to a disability and require disability-related accommodations when they return to work.

Training:

Canarm has and will continue to implement policies and initiatives in accordance with AODA by taking the following steps:

- Implementing policies outlining Canarm's commitment to accessibility
- Providing training to Canarm's managers and employees on accessibility and human rights legislation, as it pertains to people with disabilities.

Design of Public Spaces:

Canarm Ltd. has met the accessibility laws when building or making major changes to public spaces. Examples include:

- Sidewalks: Meeting requirements for minimum width to support the passage of mobility aids, minimum height clearance to remove barriers for people with vision loss, and maximum steepness of slopes
- Ramps: Meeting requirements for minimum width, maximum steepness of slopes, size of landings, and handrails
- Off-street parking: 4% of parking spaces are accessible spaces, wider spaces, with a minimum width that provides people with disabilities the space to get in and out of their vehicles, identified with current signage requirements found in Regulation 581 (Accessible Parking for Persons with Disabilities) under the Highway Traffic Act
- Waiting areas: Meeting requirements for accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service in the same area as other customers or patrons.

Canarm Ltd. has procedures for preventative and emergency maintenance of the accessible parts of their public spaces, such as frequency of inspecting sidewalks for cracks; as well as procedures for handling temporary disruptions when an accessible part of our public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative.

Strategies and Actions

Customer Service:

Canarm Ltd. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness of others.

Our Human Resources Coordinator is responsible for training all staff (new and existing) on current Accessibility Policies and Plans as well as recommending options for updated training initiatives.

Information and Communications:

Canarm Ltd. is committed to making our information and communications accessible to people with disabilities.

Canarm Ltd. has had our website audited for accessibility compliance by CMS Web Solutions and will be making upgrades to the website based on the recommendations.

Employment:

Canarm Ltd. is committed to fair and accessible employment practices.

Our Human Resources Coordinator is responsible for ensuring our accessibility requirements are met through the recruitment and selection processes. They are also responsible for

providing individualized workplace emergency response information to employees with disabilities if the disability makes it necessary and the company is aware of the need.

Our Human Resources Manager is responsible for having written processes to document individual accommodation plans for employees with disabilities so that we have a clear and consistent approach for accommodating employees with disabilities. They are also responsible to ensure our accessibility requirements are met through performance management, career development, and redeployment.

Training:

Canarm Ltd. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Human Resources will review current training content and methods, evaluate, and recommend suggestions for improvements.

Design of Public Spaces:

Canarm Ltd. will meet accessibility laws when building or making major changes to public spaces.

Site Managers of each Canarm location in Ontario will be responsible for ensuring accessibility requirements are met when making major changes to the public spaces on their sites.

Canarm Ltd. will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at www.canarm.com

Standard and accessible formats of this document are free on request from:

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