

## Integrated Standards Policy Ontario Regulation 191/11

Information and Communication Standards Employment Standards

### Statement of Commitment

Richcraft is committed to providing a respectful, welcoming, accessible and inclusive environment for all persons with disabilities. We are committed to removing barriers and will uphold the principles of dignity, independence and equal opportunity.

### Purpose

This policy has been developed to serve as a guide and a frame of reference for removing barriers for persons with disabilities in obtaining information and communication, and in making employment opportunities accessible for persons with disabilities.

### Scope

This policy applies to all Richcraft employees and anyone who interacts with the public or third parties on behalf of Richcraft.

### Policy

When dealing with customers and members of the public with disabilities, Richcraft will make every reasonable effort to accommodate in the areas described below.

### Integrated Standards – General

To meet the requirements of the Integrated Accessibility Standards, Richcraft will take measures to remove and prevent barriers for persons with disabilities in accessing information and communication made

public or provided by Richcraft. In addition, Richcraft will implement policies and procedures to remove the barriers that prevent persons with disabilities from gaining meaningful and fulfilling employment with Richcraft.

## Information and Communication Standards

In accordance with the Information and Communication Standards, Richcraft will ensure that information and communication that is made available to its clients or to the public is available in alternate format when requested by a person with a disability. The format of the information or communication will take into account the needs of the person making the request and will be provided in a timely manner and at a cost that is no more than the regular cost.

## Employment Standards

In accordance with the Employment Standards, Richcraft will provide individualized workplace emergency plans for employees with disabilities when Richcraft is made aware of the need for accommodation.

The individualized emergency response plan and associated information will be made available in alternate formats as needed in order to take into account the disability.

In accordance with the remaining applicable requirements of the Employment Standards, Richcraft will:

- Ensure that its recruitment, evaluation, selection and hiring processes welcome candidates with disabilities and take their disability into account throughout the selection process. Richcraft will notify internal and external job applicants that accommodations for disabilities will be provided on request to support their participation in all aspects of the recruitment and



selection process. This will be communicated on the job posting, and either verbally or by email when an applicant is selected to participate in the interview and assessment process.

- Consult with the employee when requested, to provide or arrange for job accommodations or supports that take into account their disability. Such supports may include screen reader software, TTYs, audio supports, or appropriate desk configuration. Accommodations also include accessible formats and communication supports for information that pertains to their jobs and information that is generally available to employees in the workplace. Richcraft will ensure that successful applicants as well as current employees are aware of our policies for accommodating disabilities.



- When applying performance management processes for employees and conducting activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitation employee success, Richcraft will take into account the accessibility needs of employees with disabilities. When reviewing the performance of an employee with a disability, Richcraft will review his or her accommodation needs and determine whether it necessitates adjustment to improve his or her performance on the job. Richcraft will also ensure that documents related to performance management are available in accessible formats.
- Richcraft wishes to provide employees with disabilities the opportunity to advance within our organization. When providing career development and advancement opportunities, Richcraft will take into account what accommodations employees with disabilities may need to succeed in other roles within Richcraft or to take on new responsibilities in their current position.