

Multi-Year Accessibility Plan

Accessibility Plan and Policies for Quanser Consulting Inc.

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

Statement of Commitment

Quanser 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.

Accessible Emergency Information

Quanser is committed to providing the 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.

Training

Quanser 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.

All of Quanser's current staff have been on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Quanser will take the following steps to ensure that new employees are provided with the training needed to meet Ontario's accessible laws on an ongoing basis.

- Train all new hires on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities on a quarterly basis

Information and Communications

Quanser 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.

Quanser will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **December 31, 2014**.

- Review the WCAG 2.0, Level A guidelines and phase in the changes necessary to comply
- Continuously review web content, and WCAG 2.0, Level AA guidelines, and ensure that we phase in changes so that our website meets full compliance by 2021.

Quanser will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- All employees are already trained to inform all customers in person, on the phone, or via email, of the existing feedback process, and to provide the appropriate forms possible, or alternatively, to guide them to the available resources
- There is a link on the Contact Us page of our website with a link to our Feedback Form, and instructions to contact HR for more information regarding our Accessibility Policies. There is also a hyper link to email HR directly

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

- A dedicated Accessibility section will be created on our website where all required documentation can be accessed

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

- Review the WCAG 2.0, Level AA guidelines and phase in the changes necessary to comply as website changes and upgrades are made with a set plan to have everything compliant by January 1, 2021.

Employment

Quanser is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Quanser will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Notify all applicants that Quanser will accommodate people with disabilities during the recruitment and assessment processes in all job postings
- Hold interviews at an accessible location when required
- Provide additional time for tests/assessments when required
- Take reasonable measures to modify an employee's work space to ensure that it accommodates their disability (i.e. magnifying screens, proper lighting, wheelchair access, etc.)

Quanser 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.

- Assess the recommendations made by attending physicians
- Create a comprehensive return-to-work plan
- Take reasonable measures to modify an employee's work space to ensure that it accommodates their disability based on their physician's recommendations (i.e. magnifying screens, proper lighting, wheelchair access, etc.)

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

- We have trained all Managers, Supervisors, and Directors on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities
- Ensure that the performance management tools are available in different formats if needed

Quanser will take the following steps to prevent and remove other accessibility barriers identified.

- We will conduct accessibility inspections along with workplace inspections and make any recommendations for removal of physical barriers that are identified
- We will continue to be aware of non-physical disabilities, and try to find tools that can help overcome barriers if/when necessary
- When undertaking any future renovation to the property, we will consider accessibility and, if reasonable, will include accessibility in new designs

Design of Public Spaces

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

Outdoor paths of travel, like sidewalks, ramps, stairs and curb ramps
Accessible off street parking
Service-related elements like service counters and waiting areas

Quanser 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:

Name: Cheryl Persaud, Director of Human Resources
Phone: (905) 940-3575 x254
Email: hr@quanser.com

Accessible formats of this document are available free upon request from