

Commitment to Accessibility

CenterLine (Windsor) Limited is committed to providing a barrier-free environment for our employees and visitors who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation.

Our organization has made a commitment to accessibility for everyone who uses our services. CenterLine has a responsibility for ensuring a safe, dignified, and welcoming environment. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices including:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards for Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service
- Accessible employment practices such as recruitment, assessment, and selection
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities
- Accessible websites and web content
- CenterLine's relevant policies and procedures regarding accessibility
- Training procedures

CenterLine realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses, and services must work together to make accessibility happen.

Integrated Accessibility Standards Multi Year Plan 2022-2027

CenterLine (Windsor) Limited's Multi-Year Accessibility Plan (MYAP) is a five-year plan to identify, remove and prevent accessibility barriers across the organization by committing to specific initiatives and outcomes aimed at making sure that people with disabilities can participate in the information and communication, employment, transportation, design of public spaces and customer service.

Information and Communications

Information and communications are a large part of CenterLine (Windsor) Limited's daily business. It is important to ensure that information and communications are created in a way that considers accessibility. CenterLine will follow best practices when developing, implementing, and maintaining information and communications strategies and products. This includes websites, intranet sites, print communication materials as well as face to face interactions. CenterLine is committed to ensuring that information and communications are available and accessible to people with disabilities. CenterLine will achieve this by:

- Ensuring that emergency information, procedures, plans and public safety information that is available to the public is available in alternate formats when requested
- Web Content Accessibility Guidelines (WCAG) Level 2.0 AA Compliance
- Working towards ensuring web content published on CenterLine's website is in an accessible format whenever possible
- Providing access to or arranging for the provision of access to accessible materials where they exist
- Informing the public about the availability of accessible materials and providing information in an accessible format or with appropriate communication supports upon request.

Our Accomplishments:

- CenterLine's website is compliant with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA
- Produced an Accessible Customer Service Standard Brochure for all customers and employees. This includes how to give feedback.
- Accessibility training to all new employees within their first day of employment or placement. Records of training maintained.
- Feedback available by telephone, mail, and in-person.

Employment

CenterLine (Windsor) Limited is committed to ensuring that the process of finding, obtaining, and keeping a job is as inclusive as possible in order to build an effective workforce. CenterLine is an employer of choice that enables and encourages persons with disabilities to participate fully in all aspects of the organization. CenterLine will achieve this by:

- Reviewing on an ongoing basis, Human Resources policies, practices, and procedures to ensure accessibility to persons with disabilities throughout the employment process, including recruitment, retention and career development and return-to-work initiatives
- Notifying job applicants who have been invited to participate in recruitment, assessment, or selection process that, where needed, accommodations for disabilities are available on request to support their participation in the process
- Notifying successful applicants of CenterLine's policies for supporting employees with disabilities, including providing employment related accommodations for disabilities
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability
- Where an employee with a disability so requests it, provide or arrange for provision of suitable accessible formats and communication supports for information that is needed in order to perform the employee's job, information that is generally available to employees in the workplace.
- Consulting with employees who have disabilities to provide them with the accessible formats and communication supports they can require in order to perform their jobs
- Have in place a process for supporting employees who return to work after being away for reasons related to their disabilities
- When providing career development and advancement opportunity CenterLine will consider the accessibility needs of their employees who have disabilities
- Have a process for the development of documented individual accommodation plans for employees with a disability if such plans are required. The accommodation plan will include the manner in which the employee is requesting accommodation and how they can participate, privacy of the employee's personal information, the format that takes into account the employee's accessibility needs due to disability.

Our Accomplishments:

- Developed an Emergency Response Policy for employees who have a disability and who require assistance in evacuating the building in an emergency.
- Have a process in place to create individual accommodation plans for employees with disabilities upon request.
- Job postings include a statement regarding diversity, inclusion and accommodation requests referencing the Accessibility for Ontarian's with Disabilities Act, 2005.

- Providing documented individual accommodation plans that include participation of the employee requiring the individual accommodation plan and providing the individual accommodation plan in a format that takes into account the needs of the employee.
- Documented return to work process for employees who have been absent from work due to a disability and required disability-related accommodations in order to return to work.
- Taking into account individualized accommodation plans when managing performance, career development and advancement and when redeployment is required.

Transportation

CenterLine (Windsor) Limited does not have specific requirements under the transportation section as the company does not offer conventional, specialized, or public transportation services.

Design of Public Spaces

CenterLine (Windsor) Limited will meet the Accessibility Standards for the Design of Public Spaces (Ontario Regulation 191/11) as applicable, when building new or making major modifications to public spaces. Public spaces include recreational trails, beach access routes, outdoor public eating areas, outdoor play spaces, outdoor paths of travel including sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals, accessible off-street parking and service-related elements including service counters, fixed queuing lines and waiting areas. CenterLine will meet accessibility laws when building or making major changes to public spaces and will notify the public of the service disruptions and alternatives available.

Customer Service

Customer services is at the foundation of everything CenterLine (Windsor) Limited does in providing goods to our customers across the world. CenterLine strives for service excellence in all interactions with customers. CenterLine will meet the requirements of AODA and the Integrated Accessibility Standards Regulation (IASR). The organization identifies barriers to accessibility and determines appropriate ways to accommodate customer needs in order to provide customer service that is accessible to people with varying abilities. CenterLine will achieve this by:

- Continuing to train new employees on accessible customer service.
- Continuing to enable customers to use assistive devices and welcoming the assistance of service animals or support persons.
- Continuing to review emergency procedures to ensure visitors with varying abilities are assisted in building emergencies.

Our Accomplishments:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities
- When communicating with a person with a disability, do so in a manner that takes into account the persons' disability
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted or served.
- Emergency procedures have been developed to ensure customers with varying abilities are assisted in building emergencies.

Comments relating to our services with regard to customer service and feedback are welcomed and appreciated. Feedback can be made verbally, by email or in writing. For more information on this accessibility plan or to offer feedback, please contact a member of the Human Resources Department:

Karl Mroczkowski
1 519 734 8868 ext. 4516
Karl.mroczkowski@cntrline.com

Kelly Wigle
1 519 734 8868 ext 4758
Kelly.wigle@cntrline.com