

Accessibility Plan and Policies

This 2014-21 accessibility plan outlines the policies and actions that **Landing Strip Inc.** will put in place to improve opportunities for people with disabilities.

1. Introduction & Statement of Commitment

In 2005, the Accessibility for Ontarians with Disabilities Act (the “Act”) came into effect, with obligations on public and private organizations being phased in over a number of years. The Act requires the development of accessibility standards for goods, services, facilities, accommodation, transportation, employment, information and communication, and customer service in the province of Ontario. For January 1, 2014, private sector organizations with greater than 50 employees are required to develop and make public their multi-year Accessibility Plans which establish each organization’s strategy to prevent and remove barriers for persons with disabilities.

Landing Strip Inc. 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. To achieve these goals under the Act, Landing Strip Inc. will:

- Identify and assess existing barriers to accessibility for our customers and employees;
- Develop, implement and publish its multi-year Accessibility Plan;
- Make the Plan available to any customer or employee who requests it in an open and accessible format;
- Update this Plan at least every five years to reflect the progress we have made in implementing it;
- Regularly consult with customers, employees and other stakeholders in the development and implementation of this Plan.

This Plan addresses our efforts to identify, prevent and eliminate barriers to accessibility for person with disabilities.

2. Accessibility Standards for Customer Care

Landing Strip Inc. is committed to providing excellent service to all customers and we will provide our services in a way the respects the dignity and independence of persons with disabilities. We strive to ensure that all customers can access our services in the same or similar manner, and our offerings will be integrated wherever possible.

Customer care is addressed by the Accessibility Standards for Customer Service regulations under the Act. Landing Strip Inc.’s plan to meet these requirements includes the following measures.

- Develop and implement a plan to deal with the public and other third parties (**completed**)

- Ensure that training has been completed (and is conducted regularly) with all employees who deal with customers, including instruction on assistive devices which may be used by persons with disabilities **(Completed and ongoing)**
- Make TTY telephone communication services available to customers **(Completed)**
- Accommodate physical access to public areas of Landing Strip Inc.'s facilities for customers utilizing guide dogs or other service animals **(Completed)**
- Accommodate physical access to public areas of Landing Strip Inc.'s facilities for customers accompanied by a support person, including acknowledging that the support person is not a customer themselves (in this instance) **(Completed)**
- Provide notice of service disruptions and their expected effects on customers with disabilities, including physical site access, availability of certain services and impacts to web pages or other electronic communications **(Completed and ongoing)**
- Regular review of feedback from customers on our progress in identifying, preventing and removing barriers to accessibility **(Completed and ongoing)**
- The addition of an "Accessibility" section of our website which contains our Accessibility Policy and this Plan, updated from time to time **(Completed and ongoing)**
- Annual reporting by our Accessibility Officer through the Accessibility Compliance Reporting Tool through Service Ontario **(Completed and ongoing)**
- Track each of the steps above **(Completed and ongoing)**

In addition, there are general requirements under the Act which can apply to customers, which include the following:

- Conducting regular training with customer-facing staff (including contractors and temporary staff)
- Having accessible emergency procedures covering public safety
- Ensuring that a feedback process for persons with disabilities is accessible
- Working towards accessible formats and communications support, including accessible web pages and online content.

3. Accessibility Standards for Employment

Landing Strip Inc. is committed to being an employer of choice in Ontario, and works to create an environment which is free from barriers to accessibilities for all employees, including temporary staff and contractors ("employees"). The Act and regulations require the following:

- Having policy and procedures to address individual accommodations plans for employees with disabilities
- Having an individualized workplace emergency response for each employee who identifies as having a disability or needing assistance in the event of an emergency
- Notifying employees and prospective employees that accommodation for applicants with disabilities is available, and providing information regarding materials and processes utilized as part of the assessment process

- Notifying current and new employees of the policies for accommodating and supporting employees with disabilities and any changes to such on a regular basis
- A Return to Work policy for employees who are absent from work due to a disability (existing or new to the individual), which includes the creation of an individual accommodation plan
- A performance assessment process which takes into account the needs of employees with disabilities, in particular when providing career development opportunities

Landing Strip Inc.'s plan to meet these requirements includes the following measures:

- Develop and implement emergency procedures and plans which address how we handle service interruptions and impacts to public safety involving our facilities or events **(completed)**
- Develop and implement emergency procedures and plans which address how we handle impacts to employee safety involving our facilities or any work environment for our staff, including contractors and temporary staff **(completed)**
- Create a workplace emergency response policy, procedures, forms and necessary preparedness to ensure that employees with disabilities are appropriately accommodated during emergencies or service disruptions **(completed)**
- Update business continuity and disaster recovery plans to ensure that the policy and procedures noted above are fully-integrated **(completed)**
- Create an individualized workplace emergency response plan for each employee who self-identifies as having a disability, including communicating such plans to each employee's manager and appropriate safety personnel as needed (and with the consent of the individual) **(completed)**
- Ensure that all public postings for employment with **Landing Strip Inc.** include our public commitment to fair and accessible employment practices for persons with disabilities **(completed)**
- Update employment policies and procedures to reflect our commitment to employment practices which attract and retain employees with disabilities **(completed)**
- Ensure that all hiring processes include accommodation for candidates with disabilities, including welcome and onboarding for successful candidates **(completed)**
- Update all performance measurement and professional development tools to include accommodations for persons with disabilities, including individualized accommodation plans which are incorporated into assessments of performance and managing career development **(completed)**
- Create and implement a Return to Work policy for employees who are absent from work due to a disability (existing or new to the individual), which includes the creation of an individual accommodation plan **(completed)**
- Identify existing barriers to accessibility and solicit employee feedback on how to minimize and eliminate those barriers **(completed)**
- Provide equal opportunities to employees with disabilities to undertake professional development, such as attending courses or seminars **(completed)**
- Inform all current and new employees of our policies to support and accommodate employees with disabilities, including the points above **(completed)**
- Keep all employees up-to-date and informed of changes to our policies, including the points above **(completed)**

4. Training

Landing Strip Inc. 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. Landing Strip Inc. plan to implement this as follows:

- Create training modules, courses and materials, as appropriate, for all employees of the organization on the accessibility requirements under the Act and the Ontario Human Rights Codes **(Completed)**
- Create training, including best practices for interacting with persons with disabilities, for all customer-facing employees **(Completed)**
- Regularly conduct the training noted above and require all employees to complete within a reasonable timeframe **(Completed and ongoing)**
- Create version of training modules on other topics which are accessible to employees with disabilities (which may include alternative but equal training methods) **(completed)**

5. Websites and Web Content

Landing Strip Inc. strives to ensure that our online content is easily accessible for all customers, and which meets the Information and Communication Standards under the Act. We will implement the following action plan:

- New content to conform to level A of the Web Content Accessibility Guidelines (WCAG) version 2.0 as recommended by the World Wide Web Consortium (W3C). **(March, 2018)**
- New content to conform to level AA of the Web Content Accessibility Guidelines (WCAG) version 2.0 as recommended by the World Wide Web Consortium (W3C). **(March, 2018)**
- Incorporate accessibility requirements under the Act into all new agreements with marketing and other online content providers **(March, 2018)**
- Adopt standards to ensure our content is accessible with other platforms, such as mobile devices, to the extent practicable **(March, 2018)**
- Seek to identify additional software and accessibility tools, such as the eSSENTIAL Accessibility service, and utilize them or our organization **(March, 2018)**
- Develop email and electronic communication practices which increase accessibility option for recipients **(January, 2018)**

6. Acquisition of Goods, Services & Facilities

Landing Strip Inc. will incorporate accessibility criteria, where it is practicable to do so, into our procurement process when acquiring goods, services or facilities. Specifically, we will implement the following measures:

- Incorporating accessibility criteria into our written requests for proposals or other documents utilized during the acquisition of goods, services and facilities **(January, 2020)**
- Where it is not practicable to do so, we will provide a written explanation as to why, as requested through the Accessibility Officer **(January, 2020)**
- Provide training and awareness across the organization to ensure all stakeholders involved in the procurement process are aware of the accessibility criteria **(January, 2020)**

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

- Accessible off street parking **(Completed)**
- Service-related elements like service counters, fixed queuing lines and waiting areas **(January, 2020)**

When the Accessibility Standards for the Built Environment regulations are released and in force, we will review and update this plan accordingly.

7. Feedback

Landing Strip Inc. is committed to listening to our customers and employees on our progress in removing barriers to access. To further this commitment, we have implemented the following action plan:

- Appoint an Accessibility Officer with multiple methods of contact, both internally and externally **(Completed)**
- File progress reports as required to Service Ontario through the Accessibility Compliance Reporting Tool **(Completed and ongoing)**
- Ensuring that existing customer and employee feedback mechanisms are accessible to persons with disabilities by providing equivalent or equal access in a timely fashion **(January, 2020)**
- Consult with the person making the request or providing the feedback as to the suitability of accessibility options and support **(Completed and ongoing)**
- Notify the public about the availability of accessible formats and communication options **(Completed and ongoing)**

8. For More Information

For more information on this accessibility plan or on our accessibility policy, please contact Shane Grosman.

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