

Multi-Year Accessibility Plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA), 2025

- Integrated Accessibility Standards Regulation (IASR)
- Customer Service Standard (CSR)

Introduction

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act to make Ontario accessible by 2025.

Accessibility standards have been created as part of the Accessibility for Ontarians with Disabilities Act. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Accessibility Standard for Customer Service came into force in 2008. The integrated Accessibility Standards Regulation (IASR) establishes accessibility standards and introduces requirements for information and communication, employment and transportation. As a requirement of the IASR, a multi-year accessibility plan has been developed to outline strategies to prevent and remove barriers to accessibility.

This Multi-Year Accessibility Plan builds on our previous work in creating an accessible environment, outlines the next steps in our efforts to identify and remove barriers for people with disabilities.

Commitment to Accessibility

Cerio is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

Cerio is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with Cerio.

Cerio ensures that all persons within its community are aware of their rights and responsibilities to foster an accessible and inclusive environment with and for persons with disabilities.

Cerio is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations, standards and all other relevant legislation concerning accessibility, are rigorously observed in a timely fashion.

Alternate Format

To obtain this Multi-Year Accessibility Plan in an alternate format, please contact the AODA Compliance Officer at (613) 592-9888, ext. 277, by emailing hr@cerio.io or by mail at 500-515 Legget Drive, Kanata, Ontario K2K 3G4.

| Compliance Dates | Section | Description | Action | Status |
|---|---------|---|--|----------|
| Jan 1, 2014 | 3 | Establishment of Accessibility Policies <ul style="list-style-type: none"> Develop, implement & maintain policies to describe how to meet the requirements of the regulation and achieve accessibility Make the document available to the public | <ul style="list-style-type: none"> Prepare and approve an accessibility policy Develop strategy to communicate the policies to the employees and other workers (identify – i.e. interns, volunteers) Post policy on company website Provide policy in an alternate format upon request | Complete |
| Jan 1, 2014 Revised Jan 1, 2019 Revised Jan 1, 2024 | 4 | Accessibility Plans <ul style="list-style-type: none"> Establish, implement, maintain and update a multi-year accessibility plan Document the plan and make it available to the public | <ul style="list-style-type: none"> Prepare and approve a multi-year accessibility plan Post plan on company website Review plan once every 5 years | Complete |
| Jan 1, 2015 | 7 | Training <ul style="list-style-type: none"> Training provided to all employees, volunteers, contractors Training topic: the requirements in the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code pertaining to people with disabilities Must keep a record of the number of participants trained, and the dates that the training was provided | <ul style="list-style-type: none"> Prepare training module All employees, volunteers, students, interns and contractors (identify types of workers) should be trained Include training in all orientation sessions Training record will be kept ensuring compliance | Complete |

| | | | | |
|----------------------------------|----|--|--|----------|
| Jan 1, 2015 | 11 | <p>Feedback Process</p> <ul style="list-style-type: none"> • Process for receiving and responding to feedback to ensure that the processes are accessible or arrange for accessible formats upon request • Notify the public about the availability of accessible formats & communication supports | <ul style="list-style-type: none"> • If applicable, develop process for receiving and responding to feedback • Post on website and feedback processes that accessible formats and communication supports are available on request | Complete |
| Jan 1, 2016 | 12 | <p>Accessible Formats and Communication Supports</p> <ul style="list-style-type: none"> • Upon request provide or arrange for the provision of accessible formats & communication supports <ul style="list-style-type: none"> - in a timely manner - at a cost that is no more than the regular cost charged to other persons - consult with the person making the request in determining the suitability of an accessible format or communication supports • Notify the public about the availability of accessible formats and communication supports | <ul style="list-style-type: none"> • Post notification on website that accessible formats and communication supports are available on request • Upon request provide or arrange for the provision of accessible formats & communication supports | Complete |
| Jan 1, 2014 to Jan 1, 2021 | 14 | <p>Accessible Websites and Web Content</p> <ul style="list-style-type: none"> • Make new Internet websites and web content conform with the World Wide Web (WWW) Consortium Web Content Accessibility Guidelines (WCAC) 2.0 to initially Level A and increasing to Level AA. (By Jan 1, 2014) • Make all internet websites and web content conform with WCAG 2.0 Level AA (By Jan 1, 2021) | <ul style="list-style-type: none"> • Related departments and managers will be informed of their responsibility to ensure website compliance under this requirement | Complete |

| | | | | |
|-------------|----|---|---|----------|
| Jan 1, 2012 | 27 | <p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees with disabilities • If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee • Review the individualized workplace emergency response information • when the employee moves to different locations • when the employee's overall accommodations needs or plans are reviewed • when employer reviews its general emergency response policies | <ul style="list-style-type: none"> • Communicate emergency procedures to all employees • Develop individualized workplace emergency response information for all employees with disabilities • Materials available in accessible formats upon request | Complete |
| Jan 1, 2016 | 22 | <p>Recruitment General</p> <ul style="list-style-type: none"> • Notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process | <ul style="list-style-type: none"> • Applicants will be notified on the company website regarding the company's commitment on providing equal opportunities for persons with disabilities in all employment activities, including access to jobs and accommodation during employment • Job postings will include notification that upon request, accommodations | Complete |

| | | | | |
|-------------|----|--|---|----------|
| | | | for disabilities will be provided in all aspects of the recruitment process | |
| Jan 1, 2016 | 23 | Recruitment, Assessment or Selection Process <ul style="list-style-type: none"> Notify applicants when selected to participate in an assessment or selection process, that accommodations are available upon request in relations to the materials or processes to be used If a request is submitted, employer should consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability | <ul style="list-style-type: none"> Review employment systems and process to ensure accessibility Notify selected individuals of accommodation, support and accessibility during interview If a request is submitted, the applicant will be consulted for suitable accommodation | Complete |
| Jan 1, 2016 | 24 | Notice to successful Applicants <ul style="list-style-type: none"> Notify the successful applicant of its policies for accommodating employees with disabilities during offer process | <ul style="list-style-type: none"> Review Offer Letter of Employment and ensure it contains statements about the company policies for accommodating employees with disabilities When extend an offer, notify the successful applicant of the company policies for accommodating employees with disabilities | Complete |
| Jan 1, 2016 | 25 | Informing Employees of Supports <ul style="list-style-type: none"> Inform employees of its polices used to support employees with disabilities including the provision of job accommodations Provide the information to new employees as soon as practicable upon hire | <ul style="list-style-type: none"> Provide new employees with orientation training on these policies including provision of job accommodations Provide ongoing guidance and communication to all employees | Complete |

| | | | | |
|---------------|----|--|--|----------|
| | | <ul style="list-style-type: none"> • Provide updated information to all employees when there is a related change | about these policies and related changes | |
| Jan 1, 2016 | 26 | <p>Accessible Formats and Communication Supports for Employees</p> <ul style="list-style-type: none"> • To consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> - information that is needed to perform the employee's job - information that is generally available to employees in the workplace • To consult with the employee making the request on suitable format or support | <ul style="list-style-type: none"> • When requested, provide accessible formats and communication supports • If a request is submitted, the applicant will be consulted for suitable accommodation | Complete |
| July 31, 2015 | 27 | <p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (1) <p>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person</p> | <ul style="list-style-type: none"> • Implement a process for the development of individualized emergency response plans for employees as required, and review set plan when reviewing general emergency response policies | Complete |

| | | | | |
|-------------|----|---|---|----------|
| | | designated by the employer to provide assistance to the employee | | |
| Jan 1, 2016 | 28 | <p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> • Have a written process for development of documented individual accommodation plans for employees with disabilities, which include: <ul style="list-style-type: none"> - the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan - the means by which the employee is assessed on an individual basis - the manner in which the employer can request an evaluation by an outside medical or other expert at the employer's expense - the manner in which the employee can request the participation of a representative from their bargaining agent (if applicable) - the steps taken to protect the privacy of the employee's personal information - the frequency with which the individual accommodation plan will be reviewed and updated - if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee | <ul style="list-style-type: none"> • Review existing processes and update to ensure all AODA requirements are incorporated into the existing accommodation process (if applicable) • Prepare standard form used to document individual accommodation plans • Document individual accommodation plans as required • Communicate to all employees | Complete |

| | | | | |
|-------------|----|---|--|----------|
| | | <ul style="list-style-type: none"> - the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability • If required, the individual accommodation plans shall include any information regarding accessible formats and communications supports provide, individualized workplace emergency response information and any other accommodation that is to be provided | | |
| Jan 1, 2016 | 29 | Return to Work Process <ul style="list-style-type: none"> • Develop a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work • Document the process • The process shall outline the steps the employer will take to facilitate the return • Use individual documented accommodation plans as part of the process | <ul style="list-style-type: none"> • Review and revise or develop return to work process (as applicable) to incorporate AODA requirements • Develop written processes and template for documenting return to work procedures • Communicate to all employees | Complete |
| Jan 1, 2016 | 30 | Performance Management <ul style="list-style-type: none"> • Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using performance management process in respect of employees with disabilities | <ul style="list-style-type: none"> • Take into account the accessibility needs of employees with disabilities, as well as individual accommodation needs with regard using performance management | Complete |

| | | | | |
|-------------|-------|--|---|----------|
| Jan 1, 2016 | 31 | Career Development and Advancement <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities | <ul style="list-style-type: none"> Review existing processes and policies and revise as necessary to incorporate AODA requirements | Complete |
| Jan 1, 2016 | 32 | Redeployment <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities | <ul style="list-style-type: none"> Review existing redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements | Complete |
| Dec 6, 2023 | 80.46 | Establishment of Policies <ul style="list-style-type: none"> In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities | <ul style="list-style-type: none"> Accessibility Standards for Customer Service Policy has been updated and implemented in accordance with the principles set out in this Section. The updated policy has been posted on the company's new website | Complete |
| Dec 6, 2023 | 80.47 | Use of Service Animals and Support Persons <ul style="list-style-type: none"> If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises | <ul style="list-style-type: none"> The requirement is set out in the updated Accessibility Standards for Customer Service Policy | Complete |
| Dec 6, 2023 | 80.48 | Notice of Temporary Disruptions <ul style="list-style-type: none"> If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with | | Complete |

| | | | | |
|---|-------|---|---|----------|
| | | <p>disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public</p> | <ul style="list-style-type: none"> The requirement is set out in the Accessibility Standards for Customer Service Policy | |
| Dec 31, 2017 | 80.49 | <p>Training for Staff</p> <ul style="list-style-type: none"> In addition to the requirements in section 7, ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities: (i) Every person who is an employee of, or a volunteer with, the provider; (ii) Every person who participates in developing the provider's policies; (iii) Every other person who provides goods, services or facilities on behalf of the provider | <ul style="list-style-type: none"> Training is to be provided, records kept, training policy described in the updated Accessibility Standards for Customer Service Policy and notice posted on the website in accordance with the requirements | Complete |
| Dec 31, 2017 Revised Dec 31, 2023 | 80.50 | <p>Feedback Process Required</p> <ul style="list-style-type: none"> Establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3) | <ul style="list-style-type: none"> Policy setting out the feedback process is drafted, implemented and posted on the website | Complete |
| Dec 31, 2017 | 80.51 | <p>Formats of Documents</p> <ul style="list-style-type: none"> If required by this Part to give a copy of a document to a person with a disability, Cerio shall, on request, provide or arrange for the provision of the document, or the information contained in the | <ul style="list-style-type: none"> Include in training of employees | Complete |

| | | | | |
|--|--|---|--|--|
| | | <p>document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. Cerio shall consult with the person making the request in determining the suitability of an accessible format or communication support</p> | | |
|--|--|---|--|--|