



## **Integrated Accessibility Standard - Multi -Year Accessibility Plan** **2012 - 2021**

### **Target date: January 1, 2012**

#### Requirement:

- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) upon request will provide available emergency and safety information in an accessible format and appropriate communication supports.
- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) will prepare for the specific needs that employees with disabilities may have in emergency situations.
- Establish a Customer Service Accessibility Standard, Ontario Regulation 429/07 to meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and make publicly available.
- Training will be provided to the required employees or required other third parties that act on behalf of the Company to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005

### **Target date: January 1, 2014**

#### Requirement:

- Establish an Integrated Accessibility Standard for Information and Communications and Employment, Ontario Regulation 191/11 to meet our obligations under the Integrated Accessibility Standards Regulation and make publicly available.
- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) will develop a multi-year accessibility plan, outlining our strategies to prevent and remove barriers to accessibility.

### **Target date: January 1, 2015**

#### Requirement:

- Training will be provided and shall be appropriate to the duties of the required employees or required other third parties that act on behalf of the Company to meet the requirements of the accessibility standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities.



### **Target date: January 1, 2016**

#### Requirement:

- Accessible formats and communication supports shall be provided as an alternative communications format upon request. The process will be available publicly.
- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) will notify applicants who have been selected to participate in recruitment, assessment or selection process that, where needed, recruitment-related accommodations for disabilities are available on request. When making offers of employment, we will notify the successful applicants of our policies for accommodating employees with disabilities.
- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) will inform new and existing employees of their policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.
- Where an employee with a disability so requests it, Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace
- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) have in place a documented process for supporting employees who return to work with a functional abilities form or medical documentation after being away for reasons related to their disabilities.

### **Target date: July 1, 2016**

#### Requirement:

- Update the customer Service Accessibility Standard to comply with the change requirements as at July 1, 2016  
(Training – Section 80.49, Service Animals – Section 80.47, Support Persons – Section 80.47, Feedback – Section 80.50 and documenting policies, practices and Procedures – Section 80.46)
- Advise staff previously trained on the customer service Accessibility Standard of the changes to the standard
- Train all members of the organization on accessible customer service and how to interact with people with different disabilities
- Update training records

### **Target date: July 1, 2021**

#### Requirement:

- Moulure Alexandria Moulding (National Service Solutions, Royal Woodworking) will make their websites accessible to people with disabilities by conforming to international standards for website accessibility. (Website and webs content will conform to Web content Accessibility Guidelines 2.0 level AA)