

## **Accessibility Plan and Policies for Long & McQuade**

This 2014-2023 accessibility plan outlines the policies and actions that Long & McQuade will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Long & McQuade 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**

Long & McQuade 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**

Long & McQuade 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.

Long & McQuade will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015.

#### Action Taken:

- Each employee is required to read our internal policy "*Providing Goods and Services to People with Disabilities January 2012*" at time of hiring.
- "*Providing Goods and Services to People with Disabilities January 2012*" is posted online for our employees to review whenever necessary.

#### Planned Action:

- "*Providing Goods and Services to People with Disabilities January 2012*" will be reviewed annually, and revised as necessary.

### **Information and communications**

Long & McQuade 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.

Long & McQuade will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

#### Planned Action:

- Compliance will be incorporated into all website project management.
- Educate all website developers/programmers on the WCAG 2.0, Level A standards.

Long & McQuade will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

#### Planned Action:

- Include a statement on [www.long-mcquade.com](http://www.long-mcquade.com) about who to contact about the availability of accessible formats and communication supports.
- Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

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

Planned Action:

- Include a statement on [www.long-mcquade.com](http://www.long-mcquade.com) about who to contact about the availability of accessible formats and communication supports.
- Consult with the person making the request to determine suitability of accessible format or communication support.

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

Planned Action:

- Compliance will be incorporated into all website project management.
- Educate all website developers/programmers on the WCAG 2.0, Level AA standards.

## **Employment**

Long & McQuade is committed to fair and accessible employment practices.

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

Planned Action:

- Specify that accommodations are available for applicants with disabilities.
- Upon request, consult with the applicant and arrange for suitable accommodation; and
- Notify the successful applicant, when making offers of employment, of its policies for accommodating associates with disabilities.

Long & McQuade 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.

Planned Action:

- Inform current employees and new hires of policies supporting employees with disabilities.
- Inform employees of changes to policies/procedures relating to accommodation.

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

Planned Action:

- Review and update existing policies and practices to ensure compliance with IASR.
- Consider the accessibility needs of employees with disabilities and as necessary, individual accommodation plans, into account as part of performance management processes, when assessing

performance, providing career development and advancement opportunities and considering redeployment practices.

Long & McQuade will take the following steps to prevent and remove other accessibility barriers identified.

Planned Action:

- Enforce a companywide zero tolerance policy to attitudinal barriers.
- Be conscientious about the information that is provided throughout the company and how it is provided.
- Continually assess and adapt our technological practices.
- Recognize any organizational barriers that may discriminate against people with disabilities and strive to rectify and adapt new practices and policies immediately.
- Recognize architectural and physical barriers within our buildings and offer personalized assistance to people with disabilities.

## **Design of Public Spaces**

Long & McQuade will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Long & McQuade will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

Planned Action:

- When modifying existing public spaces, or creating new public spaces Long & McQuade will adhere to the provisions of the IASR.

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 Chris Russell at:

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Email: [crussell@long-mcquade.com](mailto:crussell@long-mcquade.com)

Accessible formats of this document are available free upon request from:

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