

Multi-Year Accessibility Plan Livingston International

This 2014-2021 accessibility plan outlines the policies and actions that Livingston International (Livingston) will put in place to improve opportunities for people with disabilities.

Statement of Commitment

Livingston 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

Livingston is committed to providing our clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency plans.

Training

Livingston 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.

Training measures taken between 2011 and 2014

All Livingston employees located in Ontario or providing service to clients in Ontario received training on our policies, practices and procedures that affect the way services are provided to persons with disabilities. This training continues to be provided to new employees as part of their onboarding. Livingston will confirm that any staff of third parties acting on our behalf and dealing with our clients have received the same training. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Training materials and policies are available to staff 24/7/365 for reference via our intranet systems.

Training measures planned for 2014 and beyond

Livingston will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Create and assign relevant mandatory training to employees

- Conduct compliance audits to ensure employees have completed training

Information and communications

Livingston 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 and provide as quickly as possible and at no additional charge.

Livingston 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, 2015**:

- Internal audit of web site – completed May 2014, meets Level A

Livingston encourages feedback or questions regarding the way we provide our service via three avenues; regular mail, email or toll free telephone. Our web page under the Accessibility tab provides complete details.

Livingston will ensure that all publicly available information is made accessible upon request by **January 1, 2016**

Livingston will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Any future revisions to the web site will conform to WCAG 2.0, Level AA
- Internal and external audit of the site to ensure conformance

Employment

Livingston is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Livingston will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by:

- Include information about commitment to accommodate persons with disabilities in all job postings
- Ensure interview formats are flexible to accommodate applicants of all abilities

Employment measures taken between 2011 and 2014

Livingston will continue to work with our third party provider to ensure applicable individual accommodation plans are implemented and return-to-work policies for employees that have been absent due to a disability. Each employee's unique needs are considered in consultation with the employee, our third party provider and the employee's manager.

Livingston established an Accessibility Leadership Committee to address initial steps in adherence to the legislation and to pave the way for future accessibility requirements and input from employees. The committee in conjunction with Human Capital will take necessary steps to prevent and remove other accessibility barriers identified.

Employment measures planned for 2014 and beyond

We will take steps required to ensure the accessibility needs of employees with disabilities are taken into account when Livingston is using performance management, career development and redeployment processes. We will continue to monitor relevant policies to ensure they conform to Ontario's Accessibility Laws.

Design of Public Spaces

N/A

Access to company space available to the public is addressed under the Accessibility section of our web site and in our policy.

In the event of a service disruption, we will notify the public whenever possible of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact Dorothy Barrett at:

- Phone: 1-800-226-1875 ext 4040
- Email: dbarrett@livingstonintl.com

Alternate formats of this document are available free upon request from Dorothy Barrett.

This plan will be reviewed at least once every five years.