

## MULTI-YEAR ACCESSIBILITY PLAN

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

### Statement of Commitment

KOTT 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

KOTT is committed to providing 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.

- Emergency procedures and public emergency safety information that is prepared by KOTT and made available to the public is made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### Training

KOTT 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.

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

- Communication with front line staff
- Making all policies & procedures accessible to all staff

### Information and communications

KOTT 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.

From January 1, 2014 KOTT will incorporate compliance into website project management for all new websites and substantially refreshed content, to ensure they conform to WCAG 2.0, Level A.



By January 1, 2021 we will review the current web site to ensure we meet WCAG 2.0, Level AA standards, and we will incorporate WCAG 2.0, Level AA compliance into website project management for any new websites and substantially refreshed content.

KOTT will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Feedback forms are available in the Accessibility section of our website at [www.kottgroup.com](http://www.kottgroup.com)
- Alternatively, feedback can be given in person at 3228 Moodie Drive, or by telephone at 613.838.2775.

KOTT will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Our Accessible Customer Service Policy, feedback form and document request procedure is available on the Accessibility page of our website at [www.kottgroup.com](http://www.kottgroup.com)

### Employment

KOTT is committed to fair and accessible employment practices.

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

- If an applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability

KOTT 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:

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work;
- Ensure documented individual accommodation plans comprise part of the return to work process;
- Develop and provide appropriate training to managers and other colleagues responsible for supporting the return to work process for colleagues who require accommodation in order to return to work, and a training schedule for same that will ensure effective execution of the return to work process on a continuous basis.

KOTT will take the following steps to prevent and remove other accessibility barriers identified:

- KOTT created this Multi-Year Accessibility Plan outlining the Company's phased-in strategy for identifying, removing and preventing barriers to accessibility;
- The Policy and Plan are posted on our corporate website [www.kottgroup.com](http://www.kottgroup.com) and will be provided in alternate formats upon request;
- The Plan will be reviewed and updated at least once every five years.



KOTT will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- 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 the AODA Compliance Officer at:

Tel: 613.838.2775

3228 Moodie Drive, PO Box 11401, Station H, Ottawa, ON K2H 7V1

Completed feedback forms can be sent to the AODA Compliance Officer by:

- Email: [accessibility@kottgroup.com](mailto:accessibility@kottgroup.com)
- Fax: 613.838.4751
- Mail: PO Box 11401, Station H, Ottawa, ON K2H 7V1

Alternatively, feedback can be given:

- By calling the KOTT Human Resources Department at 613. 838.2775
- In person at any KOTT location
  - 3228 Moodie Drive, Ottawa, ON
  - 3186 Carp Road, Carp, ON (open seasonally)
  - 14 Anderson Boulevard, Uxbridge, ON
  - 581 Thompson St, Cobourg, ON

Accessible formats of this document are available free upon request.

This standard, our policy and its related procedures will be reviewed as required in the event of legislative changes.