

## Urban Strategies Multi – Year Accessibility Plan

As part of Urban Strategies commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been or will be implemented to prevent and remove barriers. This allows us to meet requirements, including the Accessibilities for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on our initiatives with respect of the AODA's Accessibility Standards including:

### Information and Communications

- Urban Strategies 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.
- Our company website meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.1 Level AA website requirements in accordance with Ontario's accessibility laws.
- Our accessibility policy is published on the company website.
- We will ensure all images on the company website includes alternate text by March 1<sup>st</sup> 2024.

### Policies and Training

- All employees will be provided with the firm's internal policies, practices and procedures relating to accessibility.
- All Ontario employees shall be trained on the AODA Integrated Accessibility Standards Regulation and its requirements, as well as the Ontario Human Rights Code as it pertains to disabilities.
- This Training shall include:
  - o All provincial human rights and accessibility legislation, including the Accessibility for Ontarians with Disabilities Act, 2005 and Human Rights code.
  - o Interaction between the legislation and people with disabilities.
  - o Information on how to interact and communicate with people with various types of disabilities.
  - o Information on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
- New employees will be trained within 30 days of employment.
- Additional to all employees shall be provided when changes to these policies, practices training and procedures occur.
- Training records shall be kept by Human Resources and will include the date the training occurred, who attended the training, and an outline of the training provided.

### Feedback

- Employees are encouraged to provide feedback regarding the firm's accessibility policies and procedures. Feedback can be provided directly to Human Resources.

- If any complaints arise, the Manager, Human Resources shall investigate and address accordingly.

#### **Recruitment and Hiring Practices**

- All job advertisements will include a declaration that states Urban Strategies will make reasonable arrangements to accommodate applicants with disabilities.
- When inviting an applicant for an interview, Human Resources shall ask if the applicant requires any special accommodations in order to attend.

#### **Written Accommodation Process**

- Urban Strategies is committed to providing accommodations for people with disabilities.
- The need for accommodation should be requested by the employee through Human Resources.

#### **Return to Work Process**

- Upon return to work from disability leave, Human Resources will work with the employee, management and any third party insurance companies to ensure a safe return is facilitated.
- If accommodation is required, an individual accommodation plan will be developed.