



RICCI'S GROUP OF COMPANIES

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Ricci's Group of Companies Canada has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2021-2026).

Statement of Commitment

Ricci's Group of Companies is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Ricci's Group of Companies understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Standards of Accessibility under AODA:

1. General Requirements

1.1. Accessible Emergency Information

Ricci's Group of Companies is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request.

Ricci's Group of Companies has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee. Ricci's Group of Companies has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. Ricci's Group of Companies will continue to review the individualized workplace emergency response plans when necessary.



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1.2. Accessibility policies and plans

Ricci's Group of Companies has developed, implemented, and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

- Our policy requires that SSWP's must be read, reviewed, and signed by every employee upon hire, and as part of the annual performance review process for all employees.
- Policy Review takes place within the organization annually.

1.3. Training

Ricci's Group of Companies has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation:

- Provide training resources in an accessible format that considers the accessibility needs of a person with a disability.
- Ensure new employees complete training within 30 days of employment.
- Keep and maintain a database of the training participant's names and dates of completion.

2. Customer Service Standards

Ricci's Group of Companies uses reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Ricci's Group of Companies employees, when communicating with a person with a disability, will do so in a manner that considers the person's disability.

3. Information and Communications Standard

Ricci's Group of Companies is committed to meeting the communication needs of people with disabilities. We want to achieve the most effective and efficient access to information for all our



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employees and any other parties we interact with. To ensure we comply, Ricci's Group of Companies has:

- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail, and in-person. These processes are available on our website.

4. Employment Standards

Ricci's Group of Companies is committed to inclusive and accessible employment practices.

Recruitment

Ricci's Group of Companies is committed to ensure that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type will be required to complete the Accessibility Standards in house training.

Documented Individual Accommodation Plans

Ricci's Group of Companies is committed to producing and providing documented individual accommodation that includes the following:

- Participation of the employee requiring the individual accommodation plan.
- Ability to request outside medical evaluation to determine if accommodation can be achieved and how.
- High level of privacy.
- Regular review and updates.
- Reason for denial if applicable.
- The means of providing Individual Accommodation Plans in a format that considers the needs of the employee.
- And if required, include individualized workplace emergency response information.

Return to Work

Ricci's Group of Companies has developed and maintained a return-to-work process for our employees who have been absent from work due to a disability and require disability related accommodations to return to work.

Contact Us

For more information on this accessibility plane, please call:

Human Resources

(807) 937-6276 ext. 112