



Guru Studio's Multi-Year Accessibility Plan

Introduction: The Accessibility for Ontarians with Disabilities Act, 2005, (AODA) was passed in June 2005, with the purpose of developing, implementing and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards that will focus on identifying, removing and preventing barriers for persons with disabilities.

Statement of commitment: Guru Studio is committed to providing goods and services in a way that respects the dignity and independence of individuals with disabilities. We will attain this by removing any barriers that impede a person's ability to access goods and services, ensuring everyone is provided with equal opportunities whenever they interact with our studio.

Approximately one in seven people in Ontario have a disability. Guru Studio has a responsibility to ensure a safe, respectful and welcoming environment for our staff, clients and guests.

Guru Studio will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – Emphasizing the value of each individual as a respected person, deserving of full service

Independence – Engaging with individuals in a manner of their choosing: one that allows for diverse modes of communication to facilitate autonomy

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to benefit from the same services, in the same place and in a similar way as others

Equal Opportunity – Service is provided to individuals with disabilities in a way that their opportunity to access goods and services is equal to that given to others



Part I - General Requirements

1.) Develop accessibility policies:

-Develop, implement and maintain policies about what your organization will do to meet the IASR requirements and become more accessible **(completed)**

-Statement of commitment **(completed)**

-Make policies available to the public **(completed)**

Action: Customer Service Standard Policy and Statement of Commitment posted on company website **(completed)**

2.) Develop a multi-year accessibility plan:

-Establish, implement, maintain and document a multi-year accessibility plan **(completed)**

-Post multi-year accessibility plan on website and provide in an accessible format, upon request

Action: Multi-year accessibility plan developed and posted on company website **(completed)**

3.) Training:

-Ensure that training on the AODA is provided to all employees and individuals who participate in developing policies and others who provide goods or services on behalf of the studio **(ongoing)**

Action: Training program developed and in use for all employees; training certificates maintained by Human Resources **(completed)**



Part II - Information and Communication Standards

1.) Accessible websites and web content:

-Websites and web content to conform to WCAG 2.0 Level A/AA

Action: Develop project plan for all web content to conform to Level AA by January 1, 2021 **(in progress)**

2.) Feedback processes:

-Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request

Action: Feedback process outlined on public website and included in our Accessibility Policy **(completed)**

Part III - Employment Standards

1.) Recruitment:

-Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process

Action: Update job posting templates to include accessibility statement by January 1, 2016 **(completed)**

2.) Recruitment, assessment, or selection process:

-Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request

Action: Update recruitment process by January 1, 2016 to ensure applicants are aware that if they are selected for an interview, accommodations are available, upon request **(completed)**



3.) *Notice to successful applicants:*

-Notify successful applicants of policies for accommodating employees with disabilities

Action: Implemented

4.) *Informing employees of support:*

-Inform employees of policies used to support employees with disabilities as soon as possible

-Information shall be provided to new employees as soon as possible after they begin their employment

-Employers shall provide updated information whenever there is a change to existing policies

Action: Guru has created an accommodation procedure to annually inform employees of policies to support employees with disabilities; provide information regarding accommodation as the new employee begins employment; as well as keep employees up to date to changes to existing policies.

5.) *Accessible formats and communication supports for employees:*

-When requested by an employee with a disability, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and information generally available to employees

Action: -Guru Studio to provide accessible formats and communication supports in a timely manner to requested staff, at no additional cost **when applicable**

6.) *Workplace emergency response information:*

-Provide individualized workplace emergency response information to employees who have a disability as required

Action: Send annual e-mail to all employees asking for anyone that may require extra assistance during an emergency to see HR. **(Next email to be sent in 2019).**



-Provide workplace emergency plan when dealing with temporary disruptions **when applicable**

Action: Send out an email to all staff informing any changes to emergency procedure during temporary disruptions **when applicable**. Joint Health and Safety Committee will meet to review new emergency if **applicable**

7.) Documented individual accommodation plans:

-Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities

Action: Policy drafted and will apply **when applicable**

8.) Return to work process:

-Develop a return to work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work

Action: Will create individual accommodation plan **when applicable**

9.) Performance management, career development and redeployment:

-Take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and when considering redeployment within the organization

Action: Policy drafted and will apply **when applicable**