Statement of commitment

SciCan is committed to excellence in serving all customers including people with disabilities. The purpose of this plan is to confirm our intention to provide services to people with disabilities in a manner that is consistent with the principles of dignity, independence, integration and equal opportunity.

This plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

January 1, 2012- Accessibility Standards for Customer Service	Status

• **Establishment of Policies, Practices and Procedures**
  ✓ Establish policies, practices and procesures on providing goods and services to persons with disabilities
• **Training**
  ✓ All staff to be trained on providing goods and services to persons with disabilities
  ✓ New hires to be provided training as soon as practicable
• **Use of Service Animals and Support Persons**
  ✓ Service animals to be allowed on parts of the premises that are open to the public and to the extent permitted by law
• **Notice of temporary disruptions**
  ✓ Provide notice of temporary disruption to facilities or services used to access organization's goods or services
• **Feedback Process**
  ✓ Develop processes for receiving and responding to feedback regarding how goods and services are provided to persons with disabilities
  ✓ Make feedback processes available to the public
  ✓ Ensure multiple means of providing feedback are available (i.e telephone, email, online form, in writing)
• **Availability and Format of Documents**
  ✓ Notify public that the documents required by this standard are available upon request
  ✓ Post in a reasonable method (i.e. on website, reception, etc)
  ✓ Provide alternate formats of these documents upon request
	Complete

January 1, 2012- Integrated Accessibility Standards	**Status**
• **Workplace Emergency Response Information**	Complete and ongoing

✓ Provide individualized emergency response information and plans for employees who require these because of a disability	
January 1, 2014- Integrated Accessibility Standards	
• **Accessible Websites and Web Content** ✓ New websites and web content must conform with WCAG 2.0 Level A	Complete
January 1, 2015- Integrated Accessibility Standards	
• **Training** ✓ All staff to be trained on Integrated Standards and Human Rights Code as it relates to persons with disabilities ✓ Ensure feedback processes are accessible to persons with disabilities	Complete and ongoing
January 2016- Integrated Accessibility Standards	
• **Accessible Formats and Communication Supports** ✓ Ensure public information is available in accessible formats upon request ✓ Inform public on availability of our accessible formats and supports ✓ Ensure SciCan staff are aware of accessible formats and supports and how to provide them upon request • **Employment Standards (Recruitment)** ✓ Notify employees, public, and job applicants about availability of accommodation during recruitment process ✓ Provide accommodation upon request, for a person with a disability ✓ Inform successful applicants about policies accommodating employees with disabilities • **Employment Standards (Accommodation during employment)** ✓ Inform employees of policies used to support employee with disabilities ✓ Make information accessible that is required for a person's job, upon request ✓ Establish written processes for individual accommodation plans and return-to-work plans for individuals absent because of disability ✓ Take accessibility needs into account with reviewing performance management and career development/advancement	Complete and ongoing
January 1, 2021- Information & Communication Standard	
• **Website Accessibility** ✓ Websites and web content must conform with WCAG 2.0 Level AA	Complete
June 30, 2021- General AODA requirements	
✓ File updated Accessibility Compliance Report with Government of Ontario	Complete