

**Intent**

This 2023 to 2028 accessibility plan outlines the policies and actions that Woodhouse Group Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

**Statement of Commitment**

Woodhouse Group Inc. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

**Plan**

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Policies completed and updated.</li> <li>• Policies provided to all employees</li> <li>• Policy made available to the public on Company Website.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Training on IASR and the Human Rights Code	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Included in New Hire Orientation for all employees upon hire.</li> <li>• Training provided via HRdownloads Immersive training.</li> <li>• Review of policies as required.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Is available at facility location.</li> <li>Is available on the company website.</li> <li>Point of contact available to report any concerns.</li> <li>Woodhouse will ensure all feedback processes are made available to customers, employees, and visitors upon request.</li> <li>In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, Woodhouse Group Inc. will make the availability of accessible feedback formats publicly known.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Accessible formats and communication supports.	Compliance Deadline:	DECEMBER 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Upon request will work with individuals who require accommodation, based on individual needs</li> <li>Based on information provided we will make all reasonable efforts to support individual need</li> <li>Point of contact available if there are any concerns</li> <li>Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website at <a href="https://www.woodhouse.ca/accessibility-privacy-statements">https://www.woodhouse.ca/accessibility-privacy-statements</a>.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources & Marketing	Results:	Complete
Accessibility Requirement:	Emergency procedures, plans or public safety information.	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Training is provided to all employees during orientation.</li> <li>Visitors are accompanied by a trained employee.</li> <li>Emergency maps are placed throughout the facility.</li> <li>Where required, Woodhouse will create individualized workplace emergency response plans for employees with disabilities.</li> </ul>		
Potential Future Barriers:	None		

Responsible Authority:	Health and Safety & Human Resources	Results:	Complete
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	DECEMBER 2023
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>WAG 2.0 AA conformance has been met.</li> <li>All necessary documents posted on website for public access at <a href="https://www.woodhouse.ca/accessibility-privacy-statements">https://www.woodhouse.ca/accessibility-privacy-statements</a> .</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources & Marketing	Results:	Complete

Employment Standard			
Accessibility Requirement:	Recruitment, assessment, and selection processes	Compliance Deadline:	FEBRUARY 2022
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>On all Ontario job postings includes a statement for potential applicants that Woodhouse Group Inc. will provide accommodations upon request throughout the recruitment and selection process to applicants with disabilities.</li> <li>Based on the information provided we will make all reasonable efforts to support individual needs.</li> <li>Point of contact is available if there are any questions or concerns.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees of available support. Document posted to company website.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Accessible formats and communication supports for employees.	Compliance Deadline:	DECEMBER 2017

Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation.</li> <li>• Based on the information provided, we will make all reasonable efforts to support individual needs.</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	<b>DECEMBER 2023</b>
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Policy available at all places of business and upon request.</li> <li>• Policy and available on the company website.</li> <li>• Point of contact available if there are any concerns.</li> <li>• Woodhouse Group Inc. will create an individual workplace emergency response plan and train for employees with disabilities where required.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources & Marketing	Results:	Complete
Accessibility Requirement:	Documented individual accommodation plans.	Compliance Deadline:	<b>DECEMBER 2017</b>
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation to establish plans and document as required based on individual needs.</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Return to work process	Compliance Deadline:	<b>FEBRUARY 2022</b>
Current Barriers:	None		

Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>A Return-To-Work program in place.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Performance management process	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Woodhouse will consider the accessibility needs, including documented individual accommodation plans, throughout the company's performance management process.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>The company will consider the accessibility needs, including documented individual accommodation plans, throughout the company's performance management process.</li> <li>These will also be considered when offering career development or advancement opportunities.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Redeployment	Compliance Deadline:	DECEMBER 2017
Current Barriers:	None		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>The company will consider the accessibility needs, including documented individual accommodation plans, throughout the company's performance management process.</li> <li>These will also be considered in the event of redeployment.</li> </ul>		
Potential Future Barriers:	None		
Responsible Authority:	Human Resources	Results:	Complete

### Review and Update

This document was created on December 29, 2023, and must be reviewed and updated by December 28, 2028.