



Creative Thinking
Practical Results

Multi Year Accessibility Plan 2023

Read Jones Christoffersen Ltd.

Message from the Executive

Read Jones Christoffersen Ltd. (RJC) is comprised of a large group of talented people with diverse strengths, capabilities, perspectives and interests. It is these people, who work together to design projects all over North America and have contributed to making RJC as successful as it is today.

We want to always celebrate and embrace the value of what each employee brings to RJC and foster an environment of inclusivity where all of our employees can reach their full potential and individual differences are valued and respected. As an organization, we will do all that we can to create an environment where everyone feels safe and welcome by recognizing the rich diversity of experience, expertise, backgrounds and beliefs brought to our business through our people. We demonstrate this mission by implementing policies and tools to enrich our best practices in the recruitment, orientation, and retention of people of all abilities and will continue to do so in the future on an ongoing basis. Our work in this area is never finished and thus we pledge to create a better tomorrow by continuing to proactively identify, prevent and eliminate barriers for employees and clients of all abilities. We strive to ensure that our physical and digital spaces are designed with accessibility in mind, empowering all RJC employees to perform at their best and to thrive.

There is still much work to be done and we want to encourage all of our RJCer's to join us on our journey forward and get involved in shaping our vision for Accessibility where diversity is celebrated, barriers to participation are eliminated, and our potential is boundless. Together we can create meaningful and lasting change for everyone.

Statement of Commitment

RJC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements. This plan respects applicable Human Rights Legislation, Codes and Acts, and represents RJC's new Accessibility Standard. To facilitate our commitment, we have developed, implemented and maintained



policies that govern how the organization achieves or will achieve accessibility. These policies and procedures are reviewed at least once every three years to identify progress made in addressing barriers and will be posted on the RJC Engineers website and internal intranet.

Definitions

Accessibility: giving opportunities to people of all abilities to participate fully every day in the workplace.

Accommodation refers to any change, modification, adaptation or adjustment to the job duties or the workplace, to enable an Employee to perform the essential duties of a job in a healthy and safe manner. This includes but is not limited to reduced hours, reduced productivity requirements and/or the provision of Assistive Devices.

Assistive Device refers to a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal Assistive Devices are typically devices that individuals bring with them (such as a wheelchair, walker or a personal oxygen tank) that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability refers to:

- any degree of physical, psychological or mental impairment, illness, infirmity, malformation or disfigurement;
- a condition of mental impairment or a developmental Disability;
- a learning Disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or Disability for which benefits were claimed or received under the insurance plan established under the applicable Workplace Safety and Insurance legislation.

Service Animal refers to an animal for a person with a Disability if:

- it is readily apparent that the animal is used by the person for reasons relating to their Disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the Disability.

Support Person refers to, person who accompanies a person with a Disability to help with communication, mobility, personal care, medical needs or access to goods and services.

Information & Communications Standard

- RJC Engineers is taking action to update the company website and the contents to conform with WCAG 2.0, Level A



- RJC Engineers will create and provide accessible formats and communication supports to people with disabilities in a timely manner when requested and will do so at the Company's expense.

Customer Service Standard

Accessibility Barriers

- RJC Engineers assesses potential accessibility barriers and continues to monitor the accessibility of buildings and spaces that could potentially limit people's access to services, such as ensuring pathways and emergency exits are clear and in working order and washrooms are accessible.
- RJC Engineers will ensure existing feedback processes are accessible to people with disabilities upon request.
- RJC Engineers provides training to employees on how to appropriately interact and communicate with customers who have disabilities
- In the event of a service disruption, RJC Engineers will notify the public (including the reason, duration, alternate facilities/services)

Accessible Emergency Information

- RJC Engineers is committed to providing customers and clients with publicly available emergency information in an accessible way upon request.
- We will also provide employees with disabilities with individualized emergency response information when necessary.

Employment Standard

Recruiting and Hiring

- RJC Engineers notifies applicants that accommodations are available on our company career page, in job postings, and verbally or in writing when applicants are invited to interview with the Company
- When making an offer of employment, RJC Engineers will notify successful applicants of our accommodations policies, who they should contact if they wish to request an accommodation, and encourage them to make any requests as soon as possible so that suitable accommodations can be implemented before their start date.
- RJC Engineers provides guidance to HR personnel for consulting with applicants who have requested accommodations.
- RJC Engineers communicates any changes to the Workplace Accessibility Policy and/or Accommodation Policy
- RJC Engineers provides information to employees in accessible formats and/or communication supports when requested.

- RJC Engineers established a Diversity & Inclusion committee to break down all barriers for staff and clients.

Individual Accommodation Plans

- RJC Engineers will consult with employees with disabilities to develop and document an individual accommodation plan based upon their individual needs.
- If required, RJC Engineers will request an evaluation by an outside medical or other expert, at the company's expense, to assist us in determining if or how accommodation can be achieved.

Individualized Emergency Response Plans

- RJC Engineers has developed and published an individualized emergency response plan template for any employee with a disability who requires such a plan and will make changes to the plan whenever the employee's location changes and when the employee's accommodations are reviewed.

Return to Work Process

- RJC Engineers created a return to work process guide for employees with disabilities who have been absent from work due to a disability and require disability-related accommodations to return to work, including creating and/or updating their individual accommodation plan.

Training

- RJC Engineers provides training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided to all new hires within the first weeks of their start date.
- RJC Engineers requires every employee to complete a Inclusion at Work Program

Performance Management

- RJC Engineers will take into account the accessibility needs of employees with disabilities, as well as accommodation plans, when using its performance management process with respect of employees with disabilities

Career Development & Advancement

- RJC Engineers will take into account the accessibility needs of employees with disabilities as well as any accommodation plans, when providing career development and advancement to its employees with disabilities

Feedback

Any concerns, questions and/or feedback regarding this Policy can be shared in the following ways:

- On-line at www.rjc.ca; through the general mailbox for the related office

- E-mail and telephone, (re-directed, as required, to the appropriate Managing Principal)
- In writing where correspondence is re-directed to the appropriate Managing Principal;
- In person to staff/ management.

Feedback will be addressed as follows:

- Directed to the appropriate person for action.
- Assessed for appropriate action.
- Individuals who provide feedback can expect an answer within three to five business days.

Accessible formats can be made available upon request.

Amendment Status

AMENDMENT NUMBER	AMENDMENT DATE	AMENDMENT SUMMARY
RJC00001	November 2023	Plan posted