

# Road Map to Accessibility Plan: 2014 - 2019

## Purpose

This plan describes the measures that Radiant has taken and measures that will be taken by 2019 to identify, remove and prevent barriers for people with disabilities to improve the experience for our Employees, Customers and Clients.

## Objective

1. Reviews the steps taken to date to remove and prevent barriers to people with disabilities.
2. Describes the process by which Radiant will identify, remove and prevent barriers to people with disabilities.

## Statement of Commitment

Radiant is committed to providing goods and services to our Employees, Customers and Clients in an Accessible manner.

In recognition of the diverse needs of our Employees, Customers and Clients, Radiant shall ensure that our policies, procedures and practices address dignity, independence, integration and equal opportunity.

## How We Plan To Get There

### Employee Training

Radiant will provide training to all Employees who work with Customers and Clients on their behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. In addition, training will be provided for all new hires within 30 days of their start date.

### Training Includes:

1. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
2. How to interact and communicate with people with various types of disabilities.
3. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
4. What to do if a person with a disability is having difficulty in accessing Radiant's goods and services.
5. Radiant's policies, practices and procedures relating to the customer service standard.

Training will also be provided on an ongoing basis in connection with changes to applicable legislation, and/or policies, procedures and practices related to providing goods and services to people with disabilities.

### Record of Training

Radiant will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

## Communication

Radiant will communicate with people with disabilities in ways that take into account their disability. We will train Employees who communicate with Clients and Customers on how to interact and communicate with people with various types of disabilities. Customers and Clients will be offered alternate communication formats to meet their needs.

## Format of Documents

Radiant is committed to providing accessible documents to all of our Employees, Customers and Clients. Documents such as, but not limited to, Policies and Procedures, Invoices, Receipts, etc. will be provided in a format that takes their disability into consideration upon request.

Radiant and the person with a disability requesting the document shall agree upon the format to be used. The timeframe attached to the process to convert the document to an alternate format may vary depending on the complexity.

We will answer any questions Customers and Clients may have about the content of the documents in person, by telephone, or via email.

## Assistive Devices

Radiant is committed to serving people with disabilities who use Assistive Devices to obtain, use or benefit from our goods or services. We will ensure that our Employees are trained and familiar with various assistive devices that may be used by Customers and Clients with disabilities while accessing our goods and services.

## Support Persons

Radiant is committed to welcoming people with disabilities who are accompanied by a support person. Any Customer or Client with a disability who is accompanied by a support person will be allowed to enter Radiant's premises with his or her support person.

## Guide Dogs, Service Animals and Service Dogs

Radiant is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure all Employees and others working with Customers and Clients are properly trained in how to interact with people with disabilities who are accompanied by a guide dog, service animal and service dog.

## Notice of Temporary Disruption

Radiant will provide Clients and Customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be placed on Radiant's website and/or at all public entrances on our premises where applicable.

## Feedback Process

Radiant offers the opportunity for our Clients and Customers to provide feedback on their experience by accessing our website at <http://radiant.net/customer-care.php> or by contacting our Human Resources department by email [hr@radiant.net](mailto:hr@radiant.net) or phone [416-663-9700 ext.353](tel:416-663-9700).

Written feedback can also be sent by mail to:

Human Resources  
61 Wildcat Road  
Toronto, ON  
M3J 2P5

## What Success Looks Like

### Key Outcomes

People with disabilities who are Radiant Employees, Customers or Clients will receive goods and services in a timely manner.

1. Radiant Employees are able to identify barriers to accessibility and actively seek/provide accessible solutions to other Associates and our Customers and Clients.
2. Information and communications are available in accessible formats upon request to all Radiant Employees, Customers, and Clients.
3. There is greater accessibility at our facilities for our Employees, Customers, and Clients.

### Policies

1. New and existing policies will embed accessibility into day-to-day business practices.
2. Policy and program reviews will take place to identify and fix barriers to accessibility.

### People

1. Existing Employees have been trained on how to interact with our Customers and Clients with accessibility considerations.
2. Employee training to support Accessibility considerations will take place within the first thirty (30) days of hire.
3. Accessible Human Resources and Learning and Development Practices have been put in place.

### Communications

1. Accessible feedback mechanisms are in place with multiple formats available upon request.
2. Notice of Disruption process is in place.

### Technology

1. Accessible internet sites and business applications will be in place.
2. Materials are available in accessible formats on request.

### Infrastructure

Accessibility for Radiant' facilities will be reviewed from both the Employee and Customer perspective and updated as needed to meet the new accessibility requirements of the Build Environment Standard.