



Multi-Year Accessibility Plan

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2024-2029

Statement of Commitment:

LH North Ltd. is committed to providing a barrier-free environment for employees, clients and stakeholders who enter our premises or access our information. This multi-year accessibility plan outlines our approach to meeting the current accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

In accordance with the legal and regulatory requirements set out in the AODA's Integrated Accessibility Standards Regulation, LH North Ltd. will:

- Establish, implement and maintain policies governing how the organization will achieve accessibility.
- Develop and prepare the Multi-Year Accessibility Plan.
- Make the corporate policy(ies) and Multi-Year Accessibility Plan available to our employees and the public.
- Provide the policies and Multi-Year Accessibility Plan in an accessible format, upon request.
- Review and update the Multi-Year Accessibility Plan at least once every five years.

LH North believes it has a responsibility to ensure a safe and welcoming environment for everyone and is committed to:

- Ensuring compliance with the Integrated Accessibility Standards (Reg,191/11) under the AODA.
- Ensuring that we can provide accessible communication and information (both digital and non-digital) when required.
- Ensuring that employees and job applicants are aware that accommodation is available.
- Ensuring individual workplace accommodation plans are developed and implemented as required.
- Ensuring that the emergency response plan includes accommodations for any employee requiring it and that the plan is available upon request.

We commit to working towards full compliance with the standards of the AODA and any other applicable accessibility legislation.

Section 1: Past Achievements and On-going Initiatives

LH North Ltd. has accomplished and continues to implement the following accessibility initiatives under the applicable standards:

Customer Service

- LH North has developed a policy for providing customer service to persons with disabilities.
- The policy has been posted on the website.
- In situations where an individual with a disability is accompanied by a support person or service animal, both are accommodated and provided equal access to services and are allowed in areas opened to the public/other third parties.
- LH North accommodates the use of assistive devices by people with disabilities so they can gain, utilize and benefit from the organization's services.

Information and Communications

- A feedback process to help identify barriers has been developed and documented in the policy.
- If requested, information can be provided in an accessible format, taking into account the person's accessibility needs.
- In the event of planned or unexpected disruption to services, signage will be posted.

Employment

LH North Ltd. is committed to ensuring that hiring practices allow applicants to apply for any jobs for which they are qualified.

LH North has assessed its recruitment practices, methods and attitudes to identify and remove barriers to employment of people with disabilities. To meet compliance and remove barriers to persons with disabilities in recruitment, LH North has:

- Implemented the practice of advising applicants that accommodation is available.
- Consulted with any applicant that requests it to arrange for the provision of suitable accommodation in a manner that considers the applicants' accessibility needs.
- Ensured that all staff involved in the hiring process are aware of the rights of applicants with disabilities under the Human Rights Code

Procurement

Where possible, LH North considers accessibility along with other criteria when determining suppliers and subcontractors.

Training

- As part of on-boarding, training on the AODA is provided to all employees.
- LH North Ltd.'s orientation process provides information on the Human Rights Code (as pertaining to persons with disabilities)
- All new employees are provided with the LH North's Accessibility policy.
- Both the Safety Officer and the Financial Controller (front office manager) completed additional AODA training

Design of Public Spaces

LH North is not a retail organization and has limited prerequisites for in-person customer service; however, to remove barriers for any persons with disabilities coming into the offices, LH North has implemented the following accessible elements:

- Accessible washroom
- Accessible doors?
- Main floor/Ground floor level building
- Wide hallways
- Lower/accessible portion of front reception desk

Section 2: Strategies and Planned Actions

LH North Ltd. intends to continue working to remove and prevent barriers to people with disabilities and to meet the requirements of the AODA by implementing the following initiatives under the applicable standards:

Customer Service

LH North is committed to providing its services in a way that respects the dignity and independence of people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. The company has and will continue to incorporate accessibility requirements under the standard by doing the following:

- Provide prompt notification to the public of any temporary service disruption to facilities or services used by persons with disabilities. This notice includes information regarding the reason and duration of the disruption and description of alternative facilities or services, if available.
- Arranging, upon request, for the timely provision of accessible formats and communication supports for persons with disabilities to provide us feedback in a manner that is most convenient to them. This will be done through multiple communication channels such as in person, by telephone, by writing, by email or by any other electronic format.

Information and Communications

LH North is committed to meeting the communication needs of people with disabilities. To meet accessibility compliance under the standard, LH North has put following in place:

- Implemented a plan to ensure that all corporate websites comply with World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0 at level AA by Feb. 2025.
- Committed to ensuring all new content posted conforms with WCAG 2.0 level A by Feb 2025
- Ongoing training to comply with website accessibility requirements.
- Audits will be conducted to ensure ongoing compliance.
- Consultation will take place with employees to provide or arrange for provision of accessible formats and communication supports that are suitable and meet the needs of people with

disabilities in a timely manner.

- Provide accessible information that is needed to perform the employee's job.
- Make arrangements in a timely manner and at a cost that is not more than the regular cost charged to other persons.
- Notify the public about the availability of information in accessible formats and communication supports upon request.

Employment

LH North is committed to inclusive and accessible employment practices across all stages of the employment cycle and will take the necessary steps to meet the employment regulations under relevant accessibility legislation relating to recruitment and selection, return to work, individual accommodation, workplace emergency response information, performance management and ongoing development.

- During recruitment, LH North will continue to notify job applicants that accommodation is available upon request for those with disabilities.
- When an applicant requests accommodation, LH North will consult with the applicant to provide or arrange accommodation in a manner that considers the applicant's accessibility needs.
- Successful applicants will continue to be notified about where corporate policies are posted and that they can be made available, upon request, in an accessible format at any time throughout their employment.
- LH North will provide all employees with updated information whenever there is a change to existing policies.
- LH North will continue to develop and document a return-to-work process that outlines the steps the company will take to facilitate the return to work of employees who have been absent due to a disability and require accommodation to return to work. The return-to-work process will incorporate the following:
 - Maintaining the return-to-work plan in writing and tracking the progress of employees who are currently being accommodated because of a disability.
 - Developing and providing training to foreman and other staff responsible for executing the return-to-work process.
- LH North will continue to develop and document individual accommodation plans which will include the frequency by which the plan will be reviewed and updated and the steps to protect the privacy of the employee's personal information.
- LH North will continue to develop individualized workplace emergency response plans for employees upon awareness of their needs for accommodation in an emergency.

Procurement

- LH North will continue to consider accessibility along with other criteria when determining suppliers and subcontractors.

Training

LH North Ltd. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Although LH North is not a retail organization and has limited prerequisites for in-person customer service, to remove barriers the following will be implemented:

- Training on the AODA will continue to be given to all employees during their on-boarding process.
- Training will be provided on a continuing basis in respect to any legislative changes or to changes made to LH North policy(ies).

Design of Public Spaces

- No further changes to public spaces are anticipated, but LH North will follow Integrated Accessibility Regulations for any future renovations.
- LH North will continue to develop and implement procedures to prevent service disruptions to the accessible parts of our public spaces.

For more information:

If you require more information on this accessibility plan, need to request this plan in an accessible format, or wish to provide feedback, please contact us at:

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