

2021 - Improvements to Accessibility Measures Underway		
Emergency Response	Upon renewal of Emergency Response Policy (2023) review and enhance language.	Pending
Accessibility for Ontarians With Disabilities (AODA) Policy	Enhance language of policy upon renewal (due). Include all SGI operations accessibility commitment across all provinces in which we operate.	Pending
SGI Canada/Coachman Website	Ongoing review and update to accessibility information available on websites. Updated multi-year plans and policy updates when available.	Ongoing commitment
Previous Compliance Requirements	Description	Status
By January 1, 2012:		
Provide accessible customer service		
Train your staff and volunteers to serve customers of all abilities	All Coachman staff, Executive, Board Members complete AODA training on Accessible Customer Service. On-going training for new staff, executive and board.	Complete
Keep a written record of the training	Completed training recorded on HRIS.	Complete
Welcome service animals and support persons	Included in the policy.	Complete
Create accessible ways for people to provide feedback	Feedback directed to HR - Diversity Services as per policy.	Complete
Put an accessibility policy in place so your employees, volunteers and customers can know what to expect	Accessibility for Ontarians with Disabilities Policy. To be reviewed in 2018.	Complete
Provide accessible emergency information to staff		
When necessary, provide accessible and customized emergency		Complete
By January 1, 2014:		
Create accessibility policies and a multi-year plan		
Create policies and a multi-year accessibility plan to help you achieve your accessibility goals	Policy and multi-year plan to be reviewed in 2018 and updated as required.	Complete
Tell your employees and customers about your policies	Employees trained on policy. Information available on website.	Complete
Post the multi-year plan on your website	Review and update as needed.	Complete
Make websites accessible		
This includes only new websites and old websites you significantly update and new web content you create.	To be updated upon redesign.	In-progress
By January 1, 2015:		
Train your staff on Ontario's accessibility laws		
Train all your employees and volunteers on the accessibility requirements that apply to their job	All Coachman staff, Executive, Board Members completed two training	Complete
Make it easy for people with disabilities to provide feedback		
This includes surveys or comment cards.	Feedback directed to HR - Diversity Services as per policy. Provide feedback through Customer Satisfaction survey. Investigation into accessibility features available in the survey.	Complete
By January 1, 2016:		
Make your public information accessible when asked		
Work with the individual to determine how to meet their needs.	Handle requests on a case by case basis.	Complete
Make your employment practices accessible		
Make how you hire, retain and provide career development opportunities accessible	Case by case; work with individuals directly to accommodate needs; include verbiage in correspondence to advise on disability/accommodation options.	Complete

Document your processes for developing individual accommodation plan and return-to-work plans	Process in place for accommodations and return-to-work plans.	Complete
By January 1, 2021:		
<u>Make your employment practices accessible</u>		
All public websites and web content posted after January 1, 2021 must meet WCAG 2.0 Level AA other than criteria 1.2.4	In progress, information provided in alternative formats upon request.	In-Progress