
In compliance with: The Accessibility for Ontarians with Disabilities Act (AODA), 2005

Hanson Canada (Hanson College of Business, Health and Technology/'Hanson') supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures, and premises on or before January 1st, 2025. We are committed to building an inclusive community that includes accessible learning and working environments.

The Hanson's community is committed to the full inclusion of all members in the learning, working and use of the College, including persons with disabilities. To ensure this outcome, all operational policies and procedures for every department are developed under the guidelines of dignity, independence, integration, and equality of opportunity, in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*. This multi-year plan will be updated every five years.

Commitment to Accessibility

Hanson Canada is committed to full accessibility in every area. We strive to identify and remove barriers on a continual basis to provide the optimal learning and working environment for every member of our community. We are committed to having a barrier-free environment by January 1st, 2025, by being proactive in having our facilities, procedures, services, and policies more accessible to meet the needs of people with disabilities. This plan outlines the steps the organization we are taking to meet the accessibility standards. As such, the multi-year plan can be available in alternate formats upon request.

Our plan shows how we will play our role in making Ontario an accessible province for all its people.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Message from the CEO

On behalf of Hanson Canada, I am pleased to share with you our organization's Multi-Year Accessibility Plan (2021-2025).

Hanson Canada is an educational institution that delivers language training and post-secondary college programs to international students. With the locations in Toronto (Eglinton), North York and Brampton, Ontario and in New Westminister, BC, Hanson Canada is an integrated education company offering seamless, integrative, and inclusive solutions to the students seeking Canadian education. We value

innovation, creativity and collaboration and we believe in our brand – Hanson Canada.

We recognize that planning for accessibility helps us create a more vibrant institution for all its employees, students, and visitors. We have made progress as we were developing this Multi-Year Accessibility Plan, but there is more work to be done. We need to work hard to remove barriers to allow the full participation of all those who work, study, and visit Hanson Canada. We would like to make sure we are creating a fully accessible organization.

The 2021-2025 Multi-Year Accessibility Plan emphasizes that people with disabilities are a valued part of our society. It demonstrates how Hanson Canada will comply with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and it demonstrates how we will meet the standards to achieve maximum accessibility for everyone.

Shouyi Ma, CEO

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, we highlight specific projects and programs our organization has implemented to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

The Hanson's MYAP outlines how the company advances in **the following areas**:

- **Customer Service**
- **Information and Communication**
- **Employment**
- **Training**
- **Design of Public Spaces**
- **Other Initiatives**

Customer Service

Hanson Canada is committed to customer service excellence. This includes service provision that is both accessible to and inclusive of employees, students, and visitors with disabilities. The Accessible Customer Service Standard under the regulation requires Hanson to provide accessible services for people with disabilities and to have policies and procedures in place to support accessible customer service.

- Developed Multi-Year Accessibility Plan (Human Resources and QA)
- Hanson employees, students and visitors with disabilities receive employment and educational services of the same quality and within the same timeline as others and benefit equally from customer service initiatives (Human Resources and all departments)
- Hanson employees have access to tools, resources, policies, and procedures to support accessible customer service.

Information and Communications

The Information and Communications Standard under the regulation requires Hanson Canada to communicate and provide information in ways that are accessible to people with disabilities.

- Developed written process for documenting individual accommodation plans (Human Resources and QA)
- Accessibility Plugin added to our website which allows users to switch to color blind mode, high contrast, negative contrast, underline links, and change to readable font (Marketing)
- Confirmed website compliance with World Wide Web Consortium (WCAG) 2.0 Level AA requirements (Marketing)

Employment

The Employment Standards under the regulation requires that Hanson Canada support the recruitment and accommodation of employees with disabilities. Hanson is committed to advancing accessibility, diversity, and inclusion of employees with disabilities.

- Established and reviewed accessibility policies (Human Resources)
- Recruitment information includes information on the process for accommodation through the recruitment process (Human Resources)
- If a selected applicant requests an accommodation, HR will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability (Human Resources)
- Developed and have in place a written process of documented individual accommodation plans for employees with disabilities (Human Resources)

Training

Hanson Canada is required under the AODA, to provide training on the requirements of the Integrated Accessibility Standards Regulation and on the Ontario Human Rights Code.

- Providing all employees with AODA awareness training. Program Name: "Accessibility for Ontarians with Disabilities Act" through VUBIZ-online training vendor (Human Resources)

Design of Public Spaces

The Design of Public Spaces Standard under the regulation requires that newly constructed or redeveloped public spaces are accessible.

- All Hanson facilities are designed to provide accessibility to people with disabilities (ITF).
- Removing of accessibility barriers within Hanson facilities during renovations and redevelopments of existing facilities (ITF).

Section 2. Ongoing and Future Strategies and Actions

Hanson Canada plans to accomplish the following projects and programs to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and to remove and prevent barriers to people with disabilities:

Customer Service

Hanson is committed to providing accessible customer service to 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.

- Create and maintain an atmosphere of dignity and respect for all Hanson employees, students, and visitors.
- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment.
- Continue to ensure accessible feedback process (All departments).

Information and Communications

Hanson is committed to making our information and communications accessible to people with disabilities.

- Hanson employees, students, and visitors with disabilities will have equal access to Hanson information through communication supports, alternate formats, accessible website, and digital content.
- Continue to ensure that Hanson employees understand the accommodation request process, including the requirement to arrange for accessible formats, communication supports, and the requirement to consult with the person making the request in order to determine suitable accessible formats or communication supports (All departments).
- Continue to ensure that any process for receiving and responding to feedback is accessible by providing or arranging for accessible formats and communication supports (All departments)
- Implement notifications about the availability of accessible formats and communication supports (All departments).
- Whenever there are policy changes, employees with Hanson will be trained on an ongoing basis (Human Resources and QA).
- Ensure having tools to convert documents into accessible formats which may include, but are not limited to, large print, recorded audio and electronic formats, braille (Marketing).
- Conduct annual review of the MYAP and communicate with the developers of this plan (Human Resources and QA).

Employment

Hanson is committed to fair and accessible employment practices.

- Develop and have in place a return-to-work process for Hanson employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work (Human Resources).
- Hanson shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities (Human Resources).
- Hanson shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Training

Hanson 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.

- Ensure all employees and volunteers continue to complete mandatory AODA and accessibility training appropriate to the person’s role as soon as possible and in a variety formats (Human Resources).
- Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements (Human Resources).
- Ensure that all training, activities, materials, and learning approaches are developed and delivered in accessible formats (All departments).

Design of Public Spaces

Hanson will meet accessibility laws when building or making major changes to its spaces and campuses.

- Continue to prioritize and retrofit existing barriers at the facilities (ITF).
- Continue to implement accessibility improvements (ITF).
- Continue to maintain accessible elements in public spaces (ITF).

We will put procedures in place to prevent service disruptions to the accessible parts of our common areas.

Other

Hanson Canada is committed to the prevention, identification, and removal of accessibility barriers. The Multi-Year Accessibility Plan (MYAP) will be monitored by the Human Resources department on an annual basis and status updates will be documented. Accessibility is everyone’s responsibility and will be incorporated into the work of all departments.

For More Information

For more information on this accessibility plan, please contact at

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Our accessibility plan is publicly posted at www.hansoncollegeon.com

Standard and accessible formats of this document are free on request from

Email Address: hr@canadahanson.com
