



Altima's Accessibility Plan and Policy 2014-2021

Timeline	Act Section and Description	Action	Status	Responsibility
2014	Part I: General			
	Section 3: Accessibility Policies	<ul style="list-style-type: none"> Altima developed and implemented policies on how accessibility will be achieved in accordance with the requirements 	In compliance	Human Resources
	Section 4: Accessibility Plans	<ul style="list-style-type: none"> Altima established and documented a multi-year accessibility plan that outlines approach to prevent and remove barriers Plan is available in accessible format upon request 	In compliance	Human Resources
	Part II: Information and Communication Standards			
	Section 14: Accessible Websites and Web Content	<ul style="list-style-type: none"> New websites and web content will conform to WCAG 2.0 Level A 	In compliance	Human Resources Marketing
2015	Part I: General			
	Section 7: Training	<ul style="list-style-type: none"> Altima will train all team members on the Standards and the Human Rights Code as it relates to persons with disabilities Team members will include all employees, volunteers as well as all those who provide goods, services or facilities on behalf of the organization 	Under review	Human Resources
	Part II: Information and Communication Standards			
Section 11: Feedback	<ul style="list-style-type: none"> Altima has developed an accessible feedback process for anyone wishing to provide feedback or to request information through alternate accessible formats Feedback about Altima's Accessible Service Provision Policy or its implementation can be submitted: <ul style="list-style-type: none"> Online by completing the feedback form on our Contact Us page By Phone to the Home Office at 1.888.4ALTIMA, ext. 218 In Person at the Altima Dental Canada Home Office, 1 Yorkdale Road, Suite # 320, Toronto, ON, M6A 3A1, Monday - Friday, 9:00 am - 4:30 pm By Mail to the Altima Dental Canada Home Office, 1 Yorkdale Road, Suite # 320, Toronto, ON, M6A 3A1 Documents required by the Customer Service Standard are available upon request. Privacy will be respected and all feedback will be reviewed for possible action by the Altima Dental Canada Human Resources Department. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. 	In compliance	Human Resources	



Altima's Accessibility Plan and Policy 2014-2021

Timeline	Act Section and Description	Action	Status	Responsibility
2016	Part II: Information and Communication Standards			
	Section 12: Accessible Formats and Communication Standard	<ul style="list-style-type: none"> ● When a person with a disability makes a request for an accessible format and communication support, Altima is committed to doing so in a timely matter; for no further cost charged to another person and consulting with the person with the disability to ensure the alternate format to be provided is the best option 	In compliance	Human Resources Marketing
	Part III: Employment Standards			
	Section 22: Recruitment	<ul style="list-style-type: none"> ● Altima will notify employees and the public about the availability of accommodation for applicants with disabilities who are applying to current opportunities 	In progress	Human Resources
	Section 23: Recruitment, Assessment or Selection Process	<ul style="list-style-type: none"> ● Altima will notify selected applicants in the selection and assessment process about accommodations that are available upon request, in relation to the materials or process to be used for assessments ● Accommodations for such requested materials will be provided in consult with the applicant to ensure suitability of format 	In progress	Human Resources
	Section 24: Notice to Successful Applicants	<ul style="list-style-type: none"> ● Altima will notify successful applicants about our policies for accommodating employees with disabilities when making the offer of employment 	Under review	Human Resources
	Section 25: Informing Employees of Supports	<ul style="list-style-type: none"> ● Altima will provide new team members with accommodation information including policies and available supports ● Ongoing education and guidance regarding policies, supports, legislation and updates will be made available to all employees 	Under review	Human Resources
	Section 26: Accessible Formats and Communication Supports for Employees	<ul style="list-style-type: none"> ● Where a team member requests for accommodation, Altima will ensure that the following information is provided via a suitable format or support by consulting the requesting team member: <ul style="list-style-type: none"> ▪ Information required to perform their job ▪ Information that is generally available to team members ● Altima will ensure that these accommodations are provided in a timely matter and without additional costs 	In progress	Human Resources
	Section 28: Documented Individual Accommodation Plans	<ul style="list-style-type: none"> ● Altima will develop and implement a written process for the development of documented individual plans for team members with disabilities 	In progress	Human Resources
Section 29: Return to Work Process	<ul style="list-style-type: none"> ● Altima will develop, implement and document a return to work process for team members who have been absent from work due to a disability and require disability related accommodations in order to return from work ● Steps will be outlined on how the return to work will be facilitated and documented individual accommodation plans will be used 	In progress	Human Resources	



Altima's Accessibility Plan and Policy 2014-2021

Timeline	Act Section and Description	Action	Status	Responsibility
	Section 30: Performance Management	<ul style="list-style-type: none"> Altima will implement and take into account the accessibility needs of team members with disabilities, as well as accommodation needs with regards to the performance management process 	In progress	Human Resources Operations
	Section 31: Career Development and Advancement	<ul style="list-style-type: none"> Altima will take account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities 	In progress	Human Resources Operations
	Section 32: Redeployment	<ul style="list-style-type: none"> Altima will take into account the accessibility needs of team members with disabilities as well as individual accommodation plans when redeploying team members with disabilities 	Under review	Human Resources Operations
2021	Part II: Information and Communication Standards			
	Section 14: Accessible Websites and Web Content	<ul style="list-style-type: none"> Altima's internet websites and web content will conform with WCAG 2.0 Level AA other than: Success Criteria 1.2.4 Captions (Live); Success Criteria 1.2.5 Audio Descriptions (pre-recorded) 	Under review	Human Resources Marketing