



# Centennial Optical Multi-year Accessibility Plan, 2023-2028

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## Message from Centennial Optical

Centennial Optical is an independent, Canadian-owned company distributing ophthalmic frames and lenses, sunglasses, lab supplies, cases, and accessories, both nationally and internationally. Founded in 1967, Centennial sells optical goods and services to Eye Care Professionals (Optometrists, Opticians and Ophthalmologists), optical laboratories and optical retailers.

Centennial Optical is a member of The Vision Council, an international association representing suppliers of vision care products and services. We are proud to be a sponsor and supplier of exclusive products to members of the Canadian Association of Optometrists.

We are also proud of our commitment to improving accessibility and inclusion throughout our organization by identifying, removing, and preventing barriers for people with disabilities. Centennial Optical realizes that providing an accessible and inclusive environment for our customers and employees is a shared effort. As a community, all businesses and services must work together to make accessibility happen, aligning with the Government of Ontario's goal of an accessible Ontario by 2025.

As part of our commitment to increasing accessibility in our organization, we have prepared this Multi-year Accessibility Plan that will serve as a roadmap for employees to work towards becoming a more accessible and inclusive organization.

This Plan has been reviewed and approved by members of the Centennial Optical leadership team. We commit to reviewing the Plan annually and to using it as a resource to help us comply with Ontario's accessibility laws and to meet our own ongoing accessibility commitments and goals.

Allen Nightingale  
Chief Executive Officer  
Centennial Optical  
[anightingale@centennialoptical.com](mailto:anightingale@centennialoptical.com)

## Centennial Optical Statement of Commitment to Accessibility

Centennial Optical is committed to creating an inclusive environment for everyone. We seek to provide accessible, safe, dignified, and welcoming services for all employees, customers, job applicants, and visitors who use our goods, services, information, or facilities. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and all applicable accessibility and human rights legislation.

## Accessibility Policies and Procedures at Centennial Optical

For more information on Centennial Optical accessibility services and options or to access online versions of the Accessibility Policy and Multi-year Accessibility Plan, go to <https://centennialoptical.com/Accessibility>.

## AODA Compliance Achievements

Centennial Optical is committed to meeting all *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) compliance requirements and deadlines of a large (50+ employees) business or non-profit organization. This includes filing AODA accessibility compliance reports by the AODA deadlines applicable to the Company.

To review the *Accessibility for Ontarians with Disabilities Act, 2005*, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>.

Category	AODA Requirement	Compliance Status as of December 2023
Employee Training	Provide accessible AODA and role-specific accessibility training, including training on Centennial Optical accessibility policies and procedures  Maintain a written record of training provided	Compliant
Customer Service Feedback	Provide accessible options for people to provide feedback and an accompanying accessibility feedback process	Compliant
Emergency Information	Provide accessible emergency and public safety information  Provide accessible emergency information to employees	Compliant

<b>Category</b>	<b>AODA Requirement</b>	<b>Compliance Status as of December 2023</b>
Transportation	Provide accessible transportation services	Not Applicable –  Centennial Optical does not provide or manage transportation services
Accessibility Policies	Create an accessibility policy  Make the accessibility policy public	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals  Make the multi-year accessibility plan public	Compliant
Self-service Kiosks	Include accessibility features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to access information	Not Applicable –  Centennial Optical does not provide or manage any self-service kiosks
Accessible Websites	Ensure public websites that Centennial Optical controls or manages meet or exceed WCAG 2.0 AA guidelines	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	Compliant
Public Information	Make public information accessible when requested	Compliant
Development of Public Spaces	Make new or redeveloped public spaces accessible	Compliant

Category	AODA Requirement	Compliance Status as of December 2023
Accessibility Reports	File accessibility reports based on stated deadlines in the AODA	Compliant

**Accessibility Achievements Beyond AODA Compliance**

In addition to meeting its AODA compliance requirements, Centennial Optical has also accomplished a number of activities to work towards increasing accessibility and inclusion. Key achievements include the following:

- The Company has consulted with an external organization, AIM for Inclusion, to review its AODA compliance status and to update or create accessibility documentation, including Centennial Optical policies, procedures, and plans related to accessibility.
- The Company ensures that all new employees meet with an ergonomics specialist to ensure that individual needs are met at employee workstations.
- The Company continues to raise awareness about the availability of its Employee Assistance Plan (EAP), which is designed to provide employees and their families with accessibility and related health services, counselling, and other supports.
- The Company is redesigning and renovating a new, accessible front entrance to the Centennial Optical facility (estimated completion date 2024).

**Measures to Identify, Remove, and Prevent Barriers**

Those responsible for accessibility actions and initiatives within Centennial Optical use various measures to identify, remove, and prevent accessibility barriers.

**Identifying Barriers**

In order to meet or exceed AODA compliance requirements, Centennial Optical is committed to responding to employee, customer, and community feedback in identifying priorities to increase accessibility and inclusion.

**Removing and Preventing Barriers**

Centennial Optical management and staff have identified the following goals and actions to remove and prevent accessibility barriers at the Company over the coming years. Key Centennial Optical contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

## Policies, Procedures, and Plans

Centennial Optical management and staff, including the Policy Committee and the Health and Safety Committee, are committed to maintaining and reviewing the Centennial Optical accessibility policy and multi-year accessibility plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the Company to produce accurate and informative accessibility status reports and AODA compliance reports when required.

In addition, any Centennial Optical policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that the updated Statement of Commitment to Accessibility is shared within the Company and posted on the Centennial Optical website	Human Resources	December 31, 2023
Ensure that current facility emergency evacuation plans are in place and available in an accessible format for employees and members of the public	Human Resources	December 31, 2023
Ensure that all current and new employees are aware of additional supports available during emergency and evacuation situations	Human Resources	December 31, 2023 (for current employees) and Ongoing (for new employees)
Review existing Company policies and procedures with an accessibility, diversity, equity, and inclusion lens and edit policies and procedures as needed	Human Resources	Ongoing, with annual reviews
Develop a procurement policy and supporting resources (e.g., checklists) that incorporate accessible and inclusive purchasing guidelines, requirements, and practices	Human Resources	March 2024
Develop an accessible employment policy and raise awareness among current and new employees about accessible services and supports at Centennial Optical	Human Resources	March 2024

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review the multi-year accessibility plan and status of accessibility goals annually	Human Resources	Annually
Update multi-year accessibility plan minimum of every five years	Human Resources	December 31, 2028
File AODA compliance reports based on stated deadlines in the AODA	Human Resources	December 31, 2023 (and as required)

**Training**

The Company is committed to ensuring that its employees receive training on applicable accessibility and human rights laws (for example, in Ontario, training will be provided on the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities).

Training will be provided on Centennial Optical accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to applicable accessibility legislation or to Company accessibility policies and procedures.

The Company also ensures that those providing products or services on behalf of the Company, including sub-contractors, and those participating in development or approval of Company policies, confirm that they have received accessibility training similar to Company employees.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review and update current AODA and accessibility training and ensure customized content is accurate, appropriate, inclusive, accessible, effective, and role-specific; ensure supporting resources are made available and reviewed with employees	Human Resources	December 31, 2024
Provide updated refresher training on emergency and safety procedures for employees	Human Resources	March 31, 2024



<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Provide resources on how to create accessible information and communication to all Centennial Optical content creators	Human Resources, Marketing and Communications	June 30, 2024
Review Centennial Optical team roles and responsibilities to determine employees that could benefit from Mental Health First Aid Training	Human Resources, Health and Safety	June 30, 2024

**Customer Service**

Centennial Optical is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides persons with disabilities with integrated and equitable access to its goods and services.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Review and update Centennial Optical’s customer feedback process and raise awareness among employees and public to gather, address, and track feedback on accessibility barriers	Human Resources	December 2023

**Information and Communication**

Centennial Optical is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Provide resources to ensure that all Centennial Optical content creators are trained in how to create information in accessible formats (e.g., accessible Word, PowerPoint, and PDF documents), and with	Human Resources, Marketing and Communications	December 31, 2024

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
accessible content and inclusive language and terminology		
Make all public Centennial Optical web content and social media that the Company manages or controls compliant with WCAG 2.1 level AA guidelines (excluding live captioning and audio description)	Marketing and Communications	In progress, with anticipated completion by December 31, 2025 (with content being provided in alternate formats, upon request, in the interim)
Develop and deliver inclusive language and accessible communication training, for management and all employees	Human Resources	June 2024
Develop and deliver resources and provide ongoing coaching opportunities to increase awareness of ableism and ageism; share related resources to support effective intergenerational teams	Human Resources	June 2024

**Employment**

Centennial Optical is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans.

All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

<b>Accessibility Goal</b>	<b>Action Owner</b>	<b>Target Completion Date</b>
Ensure that employee accessibility and accommodation requests are addressed and	Human Resources	Ongoing, with annual reviews

Accessibility Goal	Action Owner	Target Completion Date
reviewed on a regular basis, upon request by employees, and during annual performance reviews		
Continue to ensure that employees receive AODA and accessibility training in a timely manner, including information covering general AODA knowledge, relevant <i>Ontario Human Rights Code</i> and accessibility legislation, as well as Centennial Optical accessibility and related policies required for staff to perform their roles effectively	Human Resources	Ongoing, with annual reviews

**Built Environment or Design of Public Spaces**

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces in Ontario are designed in a way that takes into consideration the prevention or removal of barriers.

**Communication of the Plan**

The 2023-2028 Multi-year Accessibility Plan (MYAP) will be shared with Centennial Optical staff and the broader community. The MYAP will be available at <https://centennialoptical.com/Accessibility> and upon request. Every effort will be made to provide the document in alternate formats upon request.

**Contact Us**

If you have any questions or feedback, accommodation requests, or would like to request a copy of our accessibility policies in an alternate format, contact us at:

Human Resources Department  
 Centennial Optical Limited  
 Tel: 416-739-8539 Ext. 4310  
[accessibility@centennialoptical.com](mailto:accessibility@centennialoptical.com)