

GOODLIFE FITNESS CENTRES INC. **MULTI-YEAR ACCESSIBILITY PLAN**

GoodLife Fitness Centres Inc. (“GoodLife”) is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to those with visible or non-visible disabilities.

GoodLife’s Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in accessing GoodLife’s services and facilities, thereby increasing accessibility. The plan also details GoodLife’s strategy for complying with Ontario’s accessibility legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

This Multi-Year Accessibility Plan has been developed in accordance with the requirements of the AODA and the *Integrated Accessibility Standards, Ontario Regulation 191/11*. In accordance with the standards, GoodLife will review and update this plan at least every 5 years.

This Multi-Year Accessibility Plan will be posted on GoodLife’s website and will be made available in an accessible format and with communication supports, upon request.

The AODA sets various standards and deadlines to increase accessibility by 2025. GoodLife has implemented an *Accessible Customer Service Policy* and an *Integrated Accessibility Policy*. As the standards and deadlines in the AODA become applicable, GoodLife will be reviewing its practices to ensure compliance with the AODA. Additional policies may be developed to include more detailed information on specific practices and processes. GoodLife is committed to meeting all applicable requirements and deadlines and will be incorporating changes as indicated by the AODA.

Training

GoodLife has provided training to its Employees and volunteers on the requirements of GoodLife’s *Accessible Customer Service Policy*. GoodLife will provide ongoing training to its Employees and volunteers, and to any third parties providing goods, services or facilities on GoodLife’s behalf, which will address:

- The Customer Services Standard set out in GoodLife’s *Accessible Customer Service Policy*;
- The requirements of the accessibility standards set out in this Multi-Year Access Plan; and
- The requirements of the Human Rights Code as it pertains to persons with disabilities.

GoodLife will keep records of all such training, and the dates on which such training takes place.

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Information and Communication Standards

Accessible Websites and Web Content

Internet websites and web content controlled directly by GoodLife, or through a contractual relationship that allows for modification of the website or web content, now conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A. Ultimately, such websites and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards.

Implementation Timeframe: Level A Complete; Level AA by January 1, 2021

Implementation Deadline: Level AA January 1, 2021

Accessible Formats and Communication Supports

If a person with a disability requests it, GoodLife will provide or arrange for the provision of accessible formats and communication supports for the following:

- For the person to provide feedback to GoodLife and to receive GoodLife's response to such feedback; and
- For providing and obtaining information that is available to other persons communicating with GoodLife.

GoodLife has implemented a procedure to process such requests. Any member who wishes to provide feedback or make inquiries is able to do so by telephone or email and GoodLife will consult with the person making the request to determine the best way to provide the accessible format or communication support.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: For Feedback: January 1, 2015; for other information January 1, 2016

Emergency Procedures and Public Safety Information

If a person with a disability requests it, GoodLife will provide information regarding emergency procedures, plans or public safety information in an accessible format or with appropriate communications supports.

Implementation Timeframe: Complete

Implementation Deadline: January 1, 2012

Workplace Emergency Response Information

When GoodLife is aware that an Associate has a disability for which accommodation may be required, GoodLife will provide individualized emergency response information to the Associate as soon as practicable, if indicated by the nature of the disability, and will work with the Associate to develop a tailored emergency response plan.

Implementation Timeframe: Complete

Implementation Deadline: January 1, 2012

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Employment Standards

Recruitment, Assessment and Selection

GoodLife will post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing will be notified that accommodations for material to be used in the process are available, upon request.

GoodLife will consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.

Successful applicants will be notified about GoodLife's policies for accommodating Employees with disabilities as part of their offer of employment.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: January 1, 2016

Accessible Formats and Communication Supports for Employees

If an Associate with a disability requests it, GoodLife will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform the Associate's job; and
- Information that is generally available to all Employees in the workplace.

GoodLife will consult with the Associate making the request to determine the best way to provide the accessible format or communication support.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: January 1, 2016

Documented Individual Accommodation Plans

GoodLife will develop and have in place written processes for documenting individual accommodation plans for Employees with disabilities. The process for the development of these accommodation plans will include, without limitation, the following elements:

- The ways in which the Associate can participate in the development of the plan;
- The means by which the Associate is assessed on an individual basis;
- The ways an associate can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the Associate's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated, and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the Associate's accessibility needs.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: January 21, 2016

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Plans and Processes

Each department within GoodLife that utilizes performance management tools, or provides career development and advancement to its Employees, will respect the accessibility needs of its Employees with disabilities when developing these processes.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: January 21, 2016

Return to Work and Redeployment

GoodLife will develop and have return to work processes in place for Employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

Individual return to work accommodation plans will be documented and will include an outline of the steps GoodLife will take to facilitate the Associate's return to work.

If GoodLife uses redeployment processes, they will take into account the accessibility needs of Employees with disabilities. Redeployment may mean the reassignment of Employees to other departments within GoodLife as an alternative to a "layoff", when a particular job or department has been eliminated.

Implementation Timeframe: January 1, 2014 to January 1, 2016

Implementation Deadline: January 21, 2016

Built Environment Standards

GoodLife will comply with the *Design of Public Spaces Standard* (Accessibility of Public Spaces Standard), when undertaking new construction or redevelopment of exterior paths of travel, accessible parking and service counters. GoodLife will also comply with the provisions of the applicable Building Code, when undertaking construction of new premises or renovations to existing premises.

Implementation Timeframe: January 1, 2014 to January 1, 2021

Implementation Deadline: January 21, 2021

Feedback/Questions

GoodLife welcomes any comments or questions that our members, Employees or the general public may have regarding our accessibility policies and plans. In this regard, please feel free to contact our Member Experience Department:

- By phone at 1.800.387.2524; or
- By email at memberexperience@goodlifefitness.com.

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