

AODA - Integrated Accessibility Standard	Statement of Organizational Commitment
Revised: October 20, 2023	

Purpose

Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. The Company is included in the regulation’s definition of an “obligated organization.”

Scope

This policy will apply to the Company customers; employees; volunteers; applicants for employment with the Company who may require employment accommodation through the recruitment, assessment, selection, and hiring process; visitors; contractors and subcontractors by the Company; any other third-party providing goods, services or facilities on the Company’s behalf.

Responsibility

It is the responsibility of all applicable management, staff and volunteers working on behalf of the Company to follow and carry out the procedures outlined in this policy.

All applicable management, staff and volunteers will be made aware of and trained to better understand the purpose and intent behind this policy and to implement the procedures effectively.

Policy

The Company is committed to providing a barrier-free environment for our clients/customer, employees, job applicants, suppliers and visitors who enter our premises and/or access our information. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Our organization has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and to meet our legal obligations. The Company has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating policies, procedures, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

We are committed to reviewing and incorporating the following information with our employees, where applicable:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation

- Standards for the Built Environment
- Accessible employment practices such as recruitment, assessment, and selection
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities
- Customer service standards
- Accessible communication supports and information formats (both digital and non-digital)
- Communicating with people with various forms of disabilities
- Accessible websites and web content
- Assistive devices, mobility aids, service animals and support persons
- Notices of service disruptions (temporary or long-term)
- The Company's relevant policies and procedures regarding accessibility
- Reporting procedures
- Training procedures

The Company realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resource Department.

Feedback Process

The Company will maintain a feedback process to allow members of the public to comment about the manner in which the Company provides goods or services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

The Company will inform members of methods available for giving feedback and will ensure these methods are accessible to persons with disabilities. This includes the option to provide feedback through an alternate method and/or with communication supports upon request. Every effort will also be made to provide the response in a format that is accessible to the person who provided the feedback.

If a negative complaint is received, the Company will address the concerns in a timely manner. The Company will respond using communication methods that take the disability into account.

All feedback will be kept confidential and only used to improve a service.

Members of the public may submit their comments or concerns in person at the Company location or by any of the following methods:

Tel: 905-669-5400

Email: hr@degsservices.ca

Mail: 30 Floral Parkway, Concord, ON, L4K 4R1, Attention HR Department.