

2023-2027	AODA – Multi-Year Accessibility Plan
Revised: October 20, 2023	

## **Policy**

This 2023-2027 accessibility plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities.

## **Purpose**

The purpose of this policy is to create a multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standard. This plan will meet the needs of customers and employees with disabilities, and provide a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards.

## **Scope**

This policy applies to all customers and employees of the Company.

## **Responsibility**

It is the responsibility of the Company to comply with all items under the Integrated Accessibility Standard for AODA.

### **Multi-year Accessibility Plan**

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration and equal opportunity. The Company is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The multi-year plan will be reviewed and updated at a minimum of once every five years.

### **Accessible Emergency Information**

The Company is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. The Company will provide employees with disabilities with individualized emergency response information when necessary.

Implementation Phase: Completed, see Standard for Employment for Individualized emergency response information.

### **Training**

The Company will continue to provide ongoing training to employees, volunteers, and other staff members on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Company will ensure employees are provided with the training needed as per its requirements under the Act.

The Company will maintain records of the dates when training was provided and the individuals to whom it was provided.

Implementation Phase: Completed , see Customer Service Standard.

### **Information and Communications**

The Company is committed to meeting the communication needs of people with disabilities. The Company will consult with people with disabilities to determine their information and communication needs.

The Company is working toward updating its website and content on the web to conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA by 2025.

The Company will continue to take the following steps:

- Assess current formats of company communication on the Company's website and test for accessibility.
- Consider accessibility requirements when creating new forms of communication.
- Ensure members are aware of how to participate in providing and receiving a response to feedback.
- Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in the organization.
- Notify the public about the availability of accessible formats and communication supports
- Consult with the individual when alternative accessible formats and communication supports are requested
- Make website accessible on mobile devices

Implementation Phase: In progress

### **Employment**

The Company is committed to fair and accessible employment practices.

The Company will include the requirements under the employment standard in it's the multi-year plan, including the following:

- Workplace emergency response information
- Assessment of barriers in employment

- Support information for new employees
- Accessible formats and communication
- Documenting individualized plans
- Performance assessment, career development, advancement and deployment

Implementation Phase: In progress

### **Workplace emergency response information**

The Company will provide individualized workplace emergency response information to employees who have disclosed a disability.

With the employee's consent, The Company will provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Implementation Phase: Completed, See Employment Standards.

### **Assessment of barriers in employment**

The Company will identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.

### **Recruitment, Assessment and Selection**

The Company will continue to promote employment opportunities for the designated groups including persons with disabilities.

The Company will ensure that in its recruitment policies the employees and the public are made aware that it will provide accommodation for applicants with disabilities in its recruitment, assessment and selection process, where applicable. The Company's job postings and advertisements will provide guidance on how people with disabilities can approach the organization if accommodations are required during any stage of the recruitment process.

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

Implementation Phase: Ongoing

### **Support information for new employees**

The Company will inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment. The Company will provide AODA training during orientation and will continue to provide training when amendment(s) to policies are made.

The Company will continuously review recruitment policies, job descriptions, processes, and communications, and amend them as required by the Integrated Accessibility Standards.

Implementation Phase: Ongoing

### **Accessible formats and communication**

The Company will, upon request by the employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request. The accessible formats and communication supports will be provided for the following, if requested:

- Information needed in order to perform the employee's job;
- Information that is generally available to all employees in the workplace.

### **Documenting individualized plans**

The Company will develop a written process for developing individual accommodation plans for employees with disabilities.

The Company will develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.

Implementation timeframe: Complete and updated in *Standard for Employment*

### **Performance assessment, career development, advancement, and redeployment**

The Company will continue to ensure that its procedures consider the accessibility needs of employees with disabilities and their individual accommodation plans:

- When assessing their performance
- In managing their career development and advancement
- When redeploying them

Implementation phase: Completed

### **Design of Public Spaces**

The Company will work toward meeting the Accessibility Standards for the Design of Public spaces when building or making major modifications to public spaces. The Company will comply with the provisions of the applicable Building Code, when undertaking construction of new premises or renovations to existing premises.

In the event of a service disruption, the Company will notify the public of available alternatives.

Implementation phase: In progress

## **Self-Service Kiosks**

If the company designs, procures, or requires new self-service kiosks in the future it would make it accessible to employees and or clients with disabilities.

## **For More Information**

For more information on this accessibility plan,

Please contact the Human Resource Department

Phone 905-669-5400

Email [hr@degsservices.ca](mailto:hr@degsservices.ca)

Accessible formats of this document are available free upon request from:

Human Resource Department