

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](mailto:hr@degsservices.ca)

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

AODA - Integrated Accessibility Standard	Customer Service Standard
Revised: October 20, 2023	

### **Purpose**

The purpose of this policy is to address the accessibility requirements of *Ontario Regulation 429/07 Accessibility standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Company is committed to conform to all aspects of this Act. The company also recognizes that the key principles of accessibility are independence, dignity, integrity and equality.

### **Definitions**

#### *Disability*

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*.

#### *Person with Disability*

Any individual that is affected with a disability as defined under the *Ontario Human Rights Code*.

#### *Barrier*

As defined by the *Accessibility for Ontarians with Disabilities Act, 2005*. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barrier, an architectural barrier, any information or communication barrier, an attitudinal barrier, a technological barrier, a policy, procedure or a practice.

#### *Assistive Device*

Is an auxiliary aid such as technical aids, communication aids, cognition aids, personal mobility aids and medical aids that are used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from goods and services offered by the Company.

#### *Service Disruption*

Any planned or unplanned disruption of services that are provided by the Company and are used by and made available to persons with disabilities to be able to access the Company facilities, goods or services.

### **Scope**

This policy will apply to all applicable management and employees of the Company, including volunteers, agents, contractors, third parties or any other individuals who interact with the public or other third parties, who represent or act on behalf of the Company in any manner.

### **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.

**Assistive Devices**

Persons with disabilities may use their own assistive devices to access or benefit from the Company goods or services, unless those assistive devices are prohibited due to health and safety or privacy issues.

It is the responsibility of the disabled person to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

**Communication**

The Company will endeavor to communicate with persons with disabilities in ways that take into account their disability. This means that staff will communicate in a means that enables persons with disabilities to communicate effectively for the purposes of requesting/obtaining goods or services.

**Service Animals**

Persons with disabilities are permitted to be accompanied by their service animal in all premises that are open to the public, when accessing goods or services by the Company, unless the animal is otherwise excluded from entering the premises governed by other laws.

In the event the service animal is prohibited from entering the premises due to other law enforcement, the Company shall ensure that other measures are available to enable the person with a disability to obtain and benefit from the Company goods or services.

If it is not readily apparent that the service animal is a service animal, the person with a disability may be required to provide proof. Proof can be from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability or documentation that shows the employee is certified as a service animal handler.

It is the responsibility of the disabled person to ensure that the service animal is kept under control at all times.

**Support person**

Persons with disabilities are permitted to be accompanied by a support person on the Company premises that are open to the public, to enable the person with a disability to obtain and benefit from the Company goods or services.

On rare occasions, the Company may determine that a support person is required to protect the health and safety of the person with disability or that of others on the premises. In these cases, an explanation must be provided and documented.

When support persons are required for Company meetings, events, or activities, the Company will arrange for and cover the costs for the necessary support persons to be present.

**Notice of Disruption**

In the event an actual or anticipated disruption to facilities, services or systems that are relied upon by persons with disabilities to access the Company goods or services, a notice of disruption shall be provided in advance.

Such notice will include:

- a) Reason for the temporary disruption
- b) Anticipated duration of the temporary disruption
- c) Description of alternate facilities or services, if available; and
- d) Contact information

## **Training**

The Company is committed to establishing and providing *Customer Service Standard* accessibility training to all applicable managers, employees, volunteers, interns, students and all those involved in the development of policies, practices and procedures as well as those dealing with members of the public or other third parties on behalf of the Company. Training will also be provided to anyone that provides goods, services or facilities on behalf of our organization.

The training should include, but not limited to:

- a) The purpose of the *Accessibilities of Ontarians with Disabilities Act, 2005*, the requirements of *Ontario Regulation 429/07 Accessibility Standards for Customer Service*, and the standards referred to in the *Integrated Accessibility Standards*.
- b) *Human Rights Code* as it pertains to persons with disability.
- c) How to interact and communicate with persons with various types of disability
- d) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person
- e) How to use assistive communication devices or other devices available on the Company premises or otherwise provided by the Company that may help with the provision of goods or services to a person with disability
- f) What to do if a person with a particular disability is having difficulty accessing the Company goods or services
- g) The Company AODA policies, procedures and practices.

New staff as well as those who take on new duties that involve interaction with the public or other third parties will receive training as part of their orientation. Training shall be provided to each person as soon as possible after he or she is assigned duties.

Training will be provided on an ongoing basis as changes occur to the Company policies, practices and procedures governing the goods or services to persons with disabilities.

The Company will keep detailed records of the training provided for reporting purposes.

## **Alternate Format**

The Company is committed to providing accommodation to persons with disabilities where appropriate.

If the Company is required to provide a document to a person with a disability, the Company will keep into account that person's disability and provide the document in an appropriate format. The Company will consult with the individual making the request to determine the suitability of the accessible format or communication support.

The person with a disability and the Company will agree on the appropriate format to be used.

See *Accessible Formats and Communication Supports* under Information and Communications Standards for more details.

**Notice of Availability**

The Company is committed to making this policy and any other documents required by *Ontario Regulation 429/07* available to any party upon request.

AODA - Integrated Accessibility Standard	Information and Communication Standard
Revised: October 20, 2023	

## **Purpose**

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communication services and materials for people with disabilities.

All information and communication materials and services provided by the Company shall follow the principles of dignity, independence, integration and equal opportunity.

## **Scope**

This policy shall apply to all employees, volunteers, and any third party that deals with members of the public.

## **Definitions**

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Extranet Website – a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Internet Website – a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

Intranet Website – an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.

Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Web Content Accessibility Guidelines – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

### **General Requirements**

General requirements that apply across all of the three standards, *Information and Communications*, *Employment* and *Transportation* are outlined as follows.

#### Establishment of Accessibility Policies and Plans

The Company will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. The Company is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This will be achieved through documentation in the Company’s policies and making these documents publicly available, in an accessible format upon request.

The Company will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. The Company may post its accessibility plan on their website, if any, and provide the plan in an accessible format upon request. The Company will review and update its accessibility plan once every five years. Annual status reports will be prepared to report on the progress of steps taken to implement the Company’s accessibility plan. If requested, the report shall be created in an accessible format.

#### Procuring or Acquiring Goods and Services, or Facilities

The Company will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

#### Training Requirements

The Company will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing the Company’s policies, and all other persons who provide, goods, services or facilities on behalf of the Company.

#### Self-Serve Kiosks

The Company will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The Company will always be aware of the accessibility features of self-service kiosks for persons with disabilities.



## **Accessible Formats and Communication Supports**

The Company will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner taking into account the person's accessibility needs when customizing individual requests, at no additional cost. If the Company is unable to meet the request in a timely manner, the Company will provide an explanation to the requestor or, where required, an alternate method for meeting the request.

The Company will consult with the person with disability to determine accessibility needs when an individual requests an accessible format and communication support.

The Company will inform the public about the availability of accessible formats and communications upon request, by placing notifications (on the Company websites and in the AODA Manual at the front and back reception).

In specific circumstances, the Company may not be able to meet the request for an accessible format or communication support, such as when information is not convertible as it is technically not feasible to convert it, or the technology or services needed to convert the information are not readily available. In these cases, an explanation will be provided to the individual making the request and provide a summary of the unconvertible information.

## **Emergency Procedure, Plans or Public Safety Information**

The Company will publicly provide emergency procedures, plans or safety information in accessible formats upon request. Copies of these are also maintained by the front reception.

## **Accessible Websites and Web Content**

All departments governed by the Company will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0, which are international standards to making websites and web content accessible to users with disabilities. Web content includes any information which resides on an internet or intranet web sites.

## **Exceptions**

The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the organization determines that information or communications are unconvertible, the organization should provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible;
- b. A summary of the unconvertible information or communication

AODA - Integrated Accessibility Standard	Standard for Employment
Revised: October 20, 2023	

## **Purpose**

The purpose of this policy is to create a statement of commitment policy that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities, specifically with regard to the employment standard in the Integrated Regulation.

## **Scope**

This policy applies to all applicants, prospective employees and employees, and all facilities of the Company. However, it does not apply to volunteers and other non-paid employees.

## **Responsibility**

It is the responsibility of the managers, immediate supervisors, and department leaders to ensure that all employees follow the guidelines set out in this policy.

Each manager, immediate supervisor, and department leader is responsible to ensure all employees are trained under the employment standards of the Integrated Regulation and this policy, as well as the Company's employment practices and procedures.

Management staff and other staff members who have responsibility for recruitment and selection and/or supervising the work of employees of the Company will ensure that the provisions in this policy are implemented.

Staff of the Human Resource Department will ensure that the provisions of this procedure are incorporated in their practices.

## **Procedures**

### **Recruitment, assessment and selection process**

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.

If applicants request accommodation the Company will consult with the applicant and provide suitable accommodation in a manner that takes into account that applicants accessible needs due to disability.

### **Supports for Employees**

The Company will inform employees of its policy of supporting employees with disabilities and procedures that provide for job accommodations.

The Company will make this information available as soon as practicable to new employees and will provide updated information as policies are revised.

The Company will provide updated information to employees whenever there is a change to policies, taking into account all accessibility needs.

### **Accessible Formats and Workplace Information**

Where an employee with a disability so requests, the Company will consult with the employee to provide or arrange for accessible formats and communication supports in relations to workplace information. This includes:

- a) Any information employees need to perform the job
- b) General information that is available to all employees at work

The Company will consult with the employee to determine the suitability of an accessible format or communication.

### **Workplace emergency response information**

The Company will ensure that individualized workplace emergency response information is provided to employees who have a disability provided that the disability is such that individualized information is necessary and the organization has been made aware of the need for accommodation, this information provided as soon as it is possible.

If an employee who receives individualized workplace emergency response information requires assistance, the Company will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.

The Company's individualized emergency response information may include how an employee with:

- a) a wheelchair can safely exit a building in the event of a fire
- b) a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency
- c) a visual disability, will identify and navigate emergency escape routes
- d) an invisible disability (ex. Heart condition and unable to use stairs) will evacuate a building during an emergency

The emergency response information is shared with the people designed to help (with the employee's consent) and should be reviewed when the employee changes work locations, when reviewing overall accommodation needs and when reviewing the Company's general emergency response policies.

### **Individual Accommodation Plans**

The Company will have a written process in place for the development of documented individual accommodation plans for employees with disabilities.

The Company's written process will address:

- a) How the employee requesting accommodation can participate in the development of the individual accommodation plan
- b) The means by which the employee is assessed on an individual basis
- c) How the Company can request an evaluation by an outside medical or other expert, at the Company's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved
- d) How the employee can request to have a representative of their bargaining unit, or another workplace representative if the employee is not a member of a bargaining unit, participate in the development of the accommodation plan
- e) The steps taken to protect the privacy of the employee's personal information.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and how this will be done.
- g) How the reasons for denying an individual accommodation plan will be provided to an employee if accommodation is denied
- h) How the Company will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to a disability

The plan will include providing workplace information in an accessible format if requested and providing individualized workplace emergency response information, the company will also identify any other accommodation that is to be provided.

### **Return-to-work process**

The return-to-work process required under the AODA does not replace or override any other return-to-work process created as a result of any other statutory obligations under the Workplace Safety and Insurance Act and requires the Company to develop, out in place and document a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process will include:

- a) An outline of the steps the company will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.
- b) The use of documented individual accommodation plans as part of the process
- c) Accessibility awareness training for all staff involved in program or course design, delivery and instruction related to these responsibilities.

## **Performance management process**

In administering performance management processes in respect of employee with disabilities, the Company will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans. Accommodation will be provided when holding formal or informal performance reviews.

## **Career development and advancement**

Where the Company provides career development and advancement to its employees, the Company will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

The Company will provide accommodations when required for employees to successfully learn new skills or take on more responsibilities. Feedback and coaching will also be provided in a way that accessible to employees with disabilities. It will also be given during promotions and/or move to a new job.

## **Redeployment**

Where the Company has a redeployment process in place, it will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans during the redeployment process.

## **Training for staff**

The Company will provide training on this policy, practices and procedures, the employment standards under the Integrated Regulation and the Human Rights Code as it pertains to the duty to accommodate to all employees with disabilities.

Training will be provided to all employees, volunteers, those involved in the development and approvals of company policies, practices and procedures, as well as any other person who provides goods, services or facilities on the Company's behalf.

## **Modification to this and other policies**

The Company is committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on applicants, prospective employees and employees with disabilities.

Any employment policy of the Company that does not respect and promote the dignity and independence of applicants, prospective employees and employees with disabilities will be modified or removed.

This policy is available in an alternative format upon request.

## **Record Keeping**

The Company will maintain accurate records of training delivered to staff and make these records available for inspection as may be required.

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