

AODA

Accessibility Policies and Multi-Year Accessibility Plan for Dejero

1. Purpose/Scope:

In accordance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act (AODA), Dejero has a responsibility and legal obligation to provide information, services and education in an equitable and accessible manner. This 2014-2021 accessibility plan outlines the policies and actions that Dejero will put in place to improve opportunities for people with disabilities. This policy and plan applies to all employees, visitors and others who provide services on behalf of Dejero.

2. Policy Statement:

Dejero's Statement of Commitment

Dejero is committed to treating all people in a way that allows them to maintain their dignity and independence.

We are 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.

3. Procedures:

Accessible Emergency Information

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

Training

Dejero will provide training to employees and volunteers on Ontario's accessibility laws and on 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 and volunteers.

Dejero will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

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All employees are required to complete the following training:

Note: Managers, Human Resources & Corporate Services see training below.

[Customer Service Standard](#)

[Information and Communications Standard](#)

Managers, Human Resources and Corporate Services are required to complete the following training:

[Customer Service Standard](#)

[General Requirements](#)

[Information and Communications Standard](#)

[Employment Standard](#)

[Ontario Human Rights Code as it relates to people with disabilities](#)

Information and communications

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

Dejero will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A:

- Conduct a review / scan of the site to outline what needs to be done to bring the site up to single and double A compliance.
- Based on the findings, Dejero's Marketing team will implement a plan to ensure compliance.

Web Content Accessibility Guidelines (WCAG) 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities. **Complete** list for [Level A](#) requirements.

- **Perceivable:** Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (it can't be invisible to all of their senses)
 - Text Alternatives
 - Time-based Media
 - Adaptable
 - Distinguishable
- **Operable:** User interface components and navigation must be operable. This means that users must be able to operate the interface (the interface cannot require interaction that a user cannot perform)
 - Keyboard Accessible
 - Enough Time
 - Seizures
 - Navigable

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- **Understandable:** Information and the operation of user interface must be understandable. This means that users must be able to understand the information as well as the operation of the user interface (the content or operation cannot be beyond their understanding)
 - Readable
 - Predictable
 - Input Assistance
- **Robust:** Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. This means that users must be able to access the content as technologies advance (as technologies and user agents evolve, the content should remain accessible)
 - Compatible

Dejero will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

- Update our website to ensure we are able to receive and respond to feedback by providing contact information in the following methods:
 - via email: info@dejero.com
 - via telephone: 519.772.4824
 - in-person

Examples of accessible formats and communication supports are:

- giving an employee with low vision information in large print, and
- exchanging hand-written notes to communicate with a customer who is Deaf

Dejero will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**.

- We will assess our information that is available to the public such as our website, email, brochures, menus, videos or presentations etc.
- We will make our information accessible upon request
- We will provide it as soon as possible
- We will let the public know that we will make information accessible upon request on our Website

Dejero will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**.

- In addition to the Level A requirements, Dejero will build upon Level A to conform with all requirements listed [here](#).

Employment Standards

Dejero is committed to fair and accessible employment practices. We will take the following steps to notify the public and employee that, when requested, will accommodate people with disabilities during the recruitment

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and assessment processes and when people are hired. Dejero will inform all employees of our policies that support employees with disabilities. This includes accommodation policies that take into account employee's accessibility needs due to disability. The information will be provided on the intranet site by **January 1, 2016** *"Dejero will ensure that job accommodations are provided for employees with disabilities. Please contact your manager or Human Resources if you would like to discuss accommodations"*.

Dejero will include a statement when posting external and internal jobs. Dejero will provide this information by notifying potential applicants via job postings advertised on our website. The following wording will be placed on each job posting commencing **January 1, 2016**.

"We thank all applicants but only those selected for an interview will be contacted. Dejero is committed to providing accommodations to applicants with disabilities throughout the hiring process. If you require accommodation, please contact Human Resources"

- Notify shortlisted candidates (via telephone, email or other accessible format) to advise of availability of accommodation during selection and assessment process

"Dejero has an accommodation process in place that provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or medical need, please contact Human Resources, 519.772.4824 or email careers@dejero.com. This ensures that the appropriate accommodations are in place before you begin your employment to best of Dejero's ability and AODA / ESA standards.

- Provide suitable accommodation upon request by working with medical consults, as appropriate, to implement suitable accommodation
- Notify successful applicants of accommodation policies as part of employment offer process (on-going)
- Notify new employees of accommodation policies during on-boarding

Dejero will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work (RTW) policies for employees that have been absent due to a disability.

- If employee has been absent because of their disability; and
- If employee needs some form of disability related accommodation to return to work

Individual Accommodation Plan will be implemented by **January 1, 2016** and include the following:

- How employee with a disability can participate
- How employee will be assessed
- How accommodation can be achieved by consulting with medical or outside experts
- How employee's personal information will remain confidential
- How and how often the plan will be reviewed and updated
- How reasons for denied request will be communicated
- How plan will be provided to employee (in a format accessible to the employee)

Return-to-work (RTW) process will be implemented by **January 1, 2016** and include the following:

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- Human Resources will develop with a disabled employee a RTW plan, once a suitable work assignment is identified and the company will agree to send a copy of the plan to the WSIB (Workplace Safety Insurance Board)
- When a suitable match is found, an offer of a suitable work assignment will be made using the RTW plan
- The RTW plan shall include the number of weeks of a RTW plan, hours of work / schedule to be performed, breaks, any job assistance / modifications to be provided and pay structure

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes by **January 1, 2016**.

- Review an employee’s individual accommodation plan to understand the employee’s accommodation needs and determine whether it needs adjusting to improve his/her performance on the job or for his/her new responsibilities
- Review employee’s individual accommodation plans when moving employees with disabilities to other jobs within the organization
- Have documents related to performance management available in accessible formats when requested
- Provide formal and informal coaching and feedback in a manner that takes into account an employee’s disability

Dejero will take the following steps to prevent and remove other accessibility barriers identified in the following manner by **January 1, 2016**.

- Will complete barrier reviews which includes looking at physical accessibility, organization policies, practices and decision making processes, as well as organizational culture
- Provide accommodations / tools and strategies that allow employees with disabilities to do their jobs.
- Work with a disabled employee to determine suitability of format or support required to ensure they are able to access Human Resources information

For More Information

For more information on this accessibility plan, please contact:

Human Resources or Corporate Services

Phone: 519-772-4824

Email: careers@dejero.com

Accessible formats of this document are available upon request from: Human Resources & Corporate Services.

This plan will be reviewed every five (5) years.

4. Exceptions:

Any exceptions to this policy must be reviewed and approved by the Leadership team and Human Resources of Dejero.

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Accessible Customer Service Plan for Providing Goods and Services to People with Disabilities

1. Purpose/Scope:

In accordance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act (AODA), Dejero has a responsibility and legal obligation to provide information, services and education in an equitable and accessible manner. Dejero is committed to excellence in serving all customers including people with disabilities. This policy and plan applies to all employees, visitors and others who provide a service on behalf of Dejero.

2. Policy Definitions:

Accessible: obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary. Ensuring inclusive practices will ensure that all goods and services can be accessed by a larger audience.

Alternative Formats: refers to alternate ways to provide goods and services. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone.

Disability: under the AODA, the definition of “disability” is the same as the definition in the Ontario Human Rights code:

(a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;

(b) A condition of mental impairment or a developmental disability;

(c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

(d) A mental disorder; or

(e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Support Person: an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

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3. Procedures:

Communication

We will communicate with people with disabilities in ways that take into account their disability. All employees shall be trained in how to interact with people with various types of disabilities.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are Deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. We will notify customers of this by posting a notice in the following location(s): Dejero's Website

Notice of temporary disruption

In the event of a planned or unexpected disruption to services and facilities for customers with disabilities Dejero will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be made publicly available at the following locations: high-traffic area within Dejero's office and website, as well as the site of the disruption.

Training

Dejero will provide accessible customer service training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

New employees will be trained on Accessible Customer Service within 1 month after being hired. Dejero will keep training records for all employees.

Training will include:

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- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Dejero’s plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in Dejero’s goods and services
- Staff will also be trained when changes are made to our accessible customer service plan

Feedback process

Customers who wish to provide feedback on the way Dejero provides goods and services to people with disabilities can provide feedback in the following way(s):

- Telephone
- Email
- In-person

All feedback, including complaints, will be handled in the following manner:

- Human Resources & Corporate Services will review and evaluate all feedback and complaints against Accessibility Laws
- Customers can expect to hear back in 60 days.

Notice of availability

Dejero will notify the public that our documents related to accessible customer service, are available upon request by posting a notice on Dejero’s website.

Modifications to this or other related policies

Any policy, practice or procedure of Dejero that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

4. Exceptions:

Any exceptions to this policy must be reviewed and approved by the Leadership team and Human Resources of Dejero.

Revision history

Version	Date	Author	Sections modified	Summary of changes
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