

# Multi-Year Accessibility Plan – Integrated Accessibility Standards (“IAS”)

## Statement of Commitment

Dejero is committed to providing a barrier-free environment for people with disabilities and treating all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information or use our services, in a way that allows them to maintain their dignity and independence. We believe in equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and ensuring we are meeting legislative accessibility requirements.

## Feedback

Dejero welcomes feedback in relation to this Plan, in the format most convenient to the person providing feedback. Our Accessibility policies, Multi-Year Accessibility Plan, feedback and document request procedure are available under the Accessibility link on our website.

Revision Dates: May, 2021

ACTION	COMPLIANCE DEADLINE	STATUS
<b>GENERAL</b>		
<b>Accessibility Policies</b>	<b>January 1, 2014</b>	<b>COMPLETE</b>
a) Develop, implement and maintain polices governing how Dejero achieves or will achieve accessibility through meeting the requirements of the IAS.		
b) Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner.		
c) Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request.		
<b>Accessibility Plans</b>	<b>January 1, 2014</b>	<b>COMPLETE&amp;ONGOING</b>

a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines Dejero's strategy to prevent and remove barriers and meet requirements of IAS.		
b) Post the accessibility plan on the website and provide the plan in an accessible format upon request.		
c) Review and update the accessibility plan at least once every five years.		
<b>Training</b>	<b>January 1, 2015</b>	<b>COMPLETE&amp;ONGOING</b>
a) Provide all employees, contract staff and volunteers with the training needed to meet AODA Integrated Accessibility Standards and the Human Rights Code as it relates to persons with disabilities.		
b) Ensure that any party who works on behalf of Dejero to develop policies is trained on Ontario's accessibility laws and the Human Rights Code as it relates to disabilities.		
c) Ensure that other persons who provide goods, services or facilities on behalf of Dejero have been provided with training on the requirements of accessibility standards.		
<b>Compliance Reporting</b>	<b>December 31, 2014 (and every 3 years thereafter)</b>	<b>COMPLETE AND ONGOING</b>
a) Ensure Dejero files online compliance reports in accordance with the Schedule established under IAS.		
<b>INFORMATION AND COMMUNICATION STANDARDS</b>		
<b>Feedback</b>	<b>January 1, 2015</b>	<b>COMPLETE</b>
a) Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support, upon request. Notify the public about the availability of accessible formats and communications support.		
<b>Accessible Formats and Communication Supports</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
b) Upon request, provide accessible formats and communication support for persons with disabilities: <ul style="list-style-type: none"> <li>In a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons;</li> <li>Consult with person making the request in determining the suitability of an accessible format or communication report; and</li> </ul>		

<ul style="list-style-type: none"> <li>Notify the public about the availability of accessible formats and communication reports.</li> </ul>		
<b>Emergency Procedure, Plan or Public Safety Information</b>	<b>January 1, 2012</b>	<b>COMPLETE</b>
a) Upon request, provide in an accessible format or with appropriate communication supports, Dejero's emergency procedures, plans or public safety information that it makes available to the public.		
<b>Accessible Website and Web Content</b>	<b>Level A- January 1, 2014 Level AA – Jan 1, 2021</b>	<b>COMPLETE COMPLETE (by Marketing Team with continual monitoring)</b>
a) Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0: Level A.		
<b>EMPLOYMENT STANDARDS</b>		
<b>Recruitment, General</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Notify employees and the public about the availability of accommodations for applicants with disabilities in Dejero's recruitment process.		
<b>Recruitment, Assessment or Selection Process</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) During recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.		
b) If the selected applicant requests accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.		
<b>Notice to Successful Applicants</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) When making offers of employment, notify the successful applicant of Dejero's policies for accommodating employees with disabilities.		
<b>Informing Employees of Supports</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Inform employees of Dejero's policies used to support employees with disabilities.		
b) Provide the above information as soon as practicable after the employee begins employment.		
c) Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations.		
<b>Accessible Formats and Communication Supports for Employees</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>

a) Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employee's job and information generally available to employees at Dejero.		
<b>Workplace Emergency Response Information</b>	<b>January 1, 2012</b>	<b>COMPLETE</b>
a) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Dejero is aware of the need for accommodation due to the employee's disability.		
b) If the employee provides consent, provide the employee's individualized workplace emergency response information to another person designated by Dejero to provide assistance to the employee.		
c) Review the individualized workplace emergency response information when: <ul style="list-style-type: none"> <li>• the employee moves to a different work location;</li> <li>• the employee's overall accommodation needs or plans are reviewed; <ul style="list-style-type: none"> <li>• and, when Dejero reviews its general emergency response information.</li> </ul> </li> </ul>		
<b>Documented Individual Accommodation Plans</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS.		
<b>Return to Work Process</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Develop and have a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.		
b) Ensure the return to work process outlines the actions Dejero will take to facilitate the employee's return to work and that it uses documented individual accommodation plans, if any.		
<b>Performance Management</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.		
<b>Career Development and Advancement</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>

a) Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.		
<b>Redeployment</b>	<b>January 1, 2016</b>	<b>COMPLETE</b>
a) Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		
<b>DESIGN OF PUBLIC SPACES</b>		
<b>Redeployment</b>	<b>January 1, 2017</b>	<b>Currently NA- review as needed.</b>
<p>a) Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.</p> <ul style="list-style-type: none"> <li>• Accessible Off-Street Parking – ensure that when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IAS.</li> <li>• Exterior Paths of Travel - When constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, ensure that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IAS. (Note: Most of the exterior paths of travel (e.g., external walkways) that are constructed by Dejero are regulated by the Ontario Building Code.)</li> <li>• Maintenance - establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Built Environment. This will include temporary service disruptions when accessible elements under the IAS are not in working order.</li> </ul>		