



Date:	June 30, 2021
Revision #:	1

## Accessibilities Policies and Multi-year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that will be put in place to improve opportunities for people with disabilities.

The Multi-year Accessibility Plan will be modified on a yearly basis to reflect Tech Digital’s accomplishments in improving our services for those with disabilities, and to maintain compliance with the Accessibility for Ontarians with Disability Act (AODA).

### Accessibilities Policies

#### **Statement of Commitment**

Tech Digital is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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.

### Multi-year Accessibility Plan

Deadline	Description (Section of ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 Ontario Reg. 191/11)	Action	Status
2014	<b>Accessibility Policies (Sect. 3)</b> <ul style="list-style-type: none"> <li>• Develop, implement and maintain policies governing how TDM will achieve accessibility.</li> <li>• Make policy available upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• Established policy - “Accessibilities Policies &amp; Multi-year Accessibility Plan”.</li> </ul>	Completed
	<b>Multi-year Accessibility Plan (Sect. 4)</b> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and document a multi-year accessibility plan.</li> <li>• Post the accessibility plan on communication boards.</li> <li>• Provide the plan in an accessible format upon request.</li> <li>• Review and update the accessibility plan at least once every five years.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a multi-year accessibility plan.</li> </ul>	Completed
	<b>Customer Service Standard</b> <ul style="list-style-type: none"> <li>• Develop policy, practices, procedures and training in accordance of the Customer Service Standard.</li> <li>• Develop feedback process.</li> <li>• Post policy on website.</li> </ul>	<ul style="list-style-type: none"> <li>• Established Policy and posted - “AODA Customer Service Policy”.</li> <li>• Posted on website.</li> </ul>	Completed

<p><b>Employment Standard: Workplace emergency response information (Sect. 27)</b></p> <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.</li> <li>• If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, we shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</li> <li>• The required information will be provided as soon as is practicable after we become aware of the need for accommodation due to the employee’s disability.</li> <li>• Individualized workplace emergency response information will be reviewed: <ul style="list-style-type: none"> <li>a) when the employee moves to a different location in the organization,</li> <li>b) when the employee’s overall accommodations needs or plans are reviewed, and</li> <li>c) when we review our general emergency response policies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Communicate emergency response information during training.</li> <li>• Develop individual emergency evacuation procedures once provided with information regarding disability.</li> <li>• Modify evacuation procedures to include reference for special assistance.</li> </ul>	<p>Completed</p>
<p><b>Self-service Kiosk (Sect. 6)</b></p> <ul style="list-style-type: none"> <li>• Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</li> </ul>	<ul style="list-style-type: none"> <li>• If purchased in future, identify all kiosks and consider accessibility requirements when procuring units.</li> </ul>	<p>Completed</p>
<p><b>Information &amp; Communication Standard: Accessible Websites and Web content (Sect. 12)</b>  Any new TDM websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.</p>	<ul style="list-style-type: none"> <li>• If new websites are created or major content change are made to the current website, such changes will be made in accordance to the <i>World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.</i></li> </ul>	<p>Completed</p>

2015	<p><b>Training (Sect. 7)</b></p> <ul style="list-style-type: none"> <li>• Ensure that training is provided on the requirements of the accessibility standards referred to in AODA and IASR (“Integrated Accessibility Standard Regulations”) and on the Human Rights Code as it pertains to persons with disabilities to: <ul style="list-style-type: none"> <li>a) All employees;</li> <li>b) All persons who participate in developing the organization’s policies; and</li> <li>c) All other persons who provide goods, services or facilities on behalf of the organization.</li> </ul> </li> <li>• Training will be conducted as soon as practicable</li> <li>• Update training as required</li> <li>• Keep record of training</li> </ul>	<ul style="list-style-type: none"> <li>• Developed and reviewed training material with legal counsel.</li> <li>• Training provided 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.</li> <li>• Training material is reviewed annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed for existing employees</li> <li>• Training is On-going</li> </ul>
	<p><b>Information &amp; Communication Standard: Feedback (Sect. 11)</b></p> <ul style="list-style-type: none"> <li>• Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of AODA/IASR</li> <li>• Upon request provide or arrange for accessible formats and communication support upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback process outlined in the “AODA Customer Service Policy”.</li> </ul>	Completed
2016	<p><b>22-24. Employment Standard: Recruitment</b></p> <ul style="list-style-type: none"> <li>• Shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</li> <li>• If a selected applicant requests an accommodation, the employer shall 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 due to disability.</li> <li>• When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicated on Career website, orientation and Employee Handbook.</li> <li>• Review current recruitment processes and systems, and update as it relates to accommodation of employee disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Completed</li> <li>• Review process is ongoing</li> </ul>

	<p><b>Employment Standard: Information for employees (Sect. 25)</b></p> <ul style="list-style-type: none"> <li>• Inform employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</li> <li>• Provide the information required under this section to new employees as soon as practicable after they begin their employment.</li> <li>• Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicated in training.</li> <li>• Policy established, “RTW (Return to Work) Policy”.</li> <li>• Documented in Employee handbook.</li> <li>• Periodically, review current communication and processes and update as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed for existing employees</li> <li>• Training and review process is On-going</li> </ul>
	<p><b>Employment Standard: Processes to accommodate employees (Sect. 29)</b></p> <ul style="list-style-type: none"> <li>• Develop and have in place 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</li> </ul>	<ul style="list-style-type: none"> <li>• Policy established, “RTW (Return to Work) Policy”.</li> <li>• Periodically, review current communication and processes and update as required.</li> </ul>	Completed
	<p><b>Information &amp; Communication Standard: Accessible formats and communication supports (Sect. 12)</b></p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange for the provision of accessible formats and communication supports: <ul style="list-style-type: none"> <li>a) In a timely manner taking into account the person’s accessibility needs due to disability and</li> <li>b) As a cost that in no more than regular cost charged to other persons</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Develop communication process beyond current format.</li> </ul>	Open
2021	<p><b>Information and Communication Standard: Accessible Websites and Web content (Sect. 12)</b></p> <ul style="list-style-type: none"> <li>• Any websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>• Will ensure website is in accordance to the <i>World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level AA.</i></li> </ul>	Open

**For More Information**

For more information on this accessibility plan, please contact Human Resources at [hr@techdigital.ca](mailto:hr@techdigital.ca)  
Accessible formats of this document are available upon request.