

# AODA Accessibility Plan and Guidelines



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ORGANIZATIONAL SOLUTIONS INC.  
SOLUTIONS ORGANISATIONNELLES INC.

## **POLICY**

Organizational Solutions Inc. is committed to excellence in serving all customers including people with disabilities, and believes in treating all people with a consistently high level of respect, courtesy, equality, and service.

In fulfilling our mission, Organizational Solutions Inc. strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

## **AODA – ACCESSABILITY PLAN AND GUIDELINES**

### **Introduction**

The Accessibility for Ontario with Disabilities Act, 2005 (the “AODA”) is a law that passed by the Province of Ontario. Organizational Solutions Inc. is committed to respecting the dignity and independence of people with disabilities and ensuring our specific actions improve opportunities for people with disabilities.

Our goal is to remove and prevent barriers to accessibility and to comply with accessibility requirements under the Accessibility for Ontario with Disabilities Act (the “AODA”). To honour its commitment. Organizational Solutions Inc. has developed our Multi –Year Accessibility Plan to enhance current policies, practices and procedures.

This document is available to the public at [www.Orgsoln.com](http://www.Orgsoln.com), and in an accessible format on request by:  
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Our Multi-Year Accessibility Plan is compromised of the following key components:

- Accessibility of Emergency Information
- AODA Training
- Accessible Communication and Information
- AODA Operating Policies and Procedures
- Equal Opportunity Employment

### **Accessibility of Emergency Information**

Organizational Solutions Inc. is committed to providing customers and clients with publicly available emergency information in an accessible format, upon request. Employees with disabilities will be provided with individualized emergency response information that aligns with their specific needs and is in accordance with the integrated Standards Regulations to the AODA.

## **Training**

OSI provides training to all employees about AODA and the Ontario Human Rights Code as it relates to people with disabilities. Training is provided in the alignment with the employee's positions and assigned responsibilities. Organization Solutions Inc. provides training on customer service policies, practices, and procedures.

The matters addressed are as follows:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Accessibility Standards for Customer Service.
- How to interact and communicate with individuals with various types of disabilities.
- Assistive devices ;there purpose and how to communicate with people who use them.
- Service Animals; there purpose and how to communicate with people who use them.
- Support Persons; there purpose and how to communicate with people who use them.

Employees are required to read our policies, practises, and procedures for Accessible Customer Service. A record of training is kept and used to ensure that all employees receive necessary training. New employees receive the training as part of the orientation process. Annual training is completed by all employees as a refresher. Organizational Solutions Inc. will keep a record of all training provided under the Accessibility for Ontarians with Disabilities Act, the customer service regulations and the integrated Accessibility Standards, including the dates on which the training was provided and the number of individuals who have received the training.

## **Accessible Information and Communications**

Organizational Solutions Inc. is committed to meeting the communication needs of people with disabilities will actively engage and consult with people with disabilities to determine what those needs are.

As part of our AODA plan, we have ensured our existing feedback processes are available to people with disabilities upon request by:

- Accepting feedback in a variety of formats;
- Responding to feedback in alternate formats; and
- Providing support for our feedback formats, upon request.

Organizational Solutions Inc. has taken steps to ensure that its feedback process are accessible to people with disabilities. We continue to complete regular maintenance on its feedback process so that alternatives are available should the existing versions be found insufficient.

By January 1, 2021, our website and content will conform to WCAG 2.0, Level AA standards.

### **AODA Operating Policies and Procedures**

AODA operating policies and procedures have been created, made available, and communicated to all employees using a variety of formats, as necessary.

Organizational Solutions Inc. has implemented policies and procedures designed to ensure that accessibility needs of employees with disabilities are accommodated for performance metrics and career development.

### **Equal Opportunity Employment**

Organizational Solutions Inc. is committed to fair and accessible employment practices.

We will accommodate people with disabilities during the recruitment, assessment, hiring processes, and employment. As jobs are posted , we outline Organizational Solutions Inc. commitment to providing accessible hiring practices.

### **Accessibility Reporting**

Organizational Solutions Inc. will file an accessibility report at the end of the calendar year in accordance with the Customer Service Regulation of the Accessibility for Ontarians with Disabilities Act, 2005.