

Multi-Year Accessibility Plan



Supersedes: AODA Policy December 5th, 2011, AODA Accessibility Plan and Guidelines April 1, 2021

Cross Reference: Accommodation Process, Customer Service Standards Guidelines

Revision Date: November, 2023

Next Revision Date: November, 2024



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 everyone 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.

OUR COMMITMENT

The Accessibility for Ontario with Disabilities Act, 2005 (the “AODA”) is a law passed by the Province of Ontario. Organizational Solutions Inc. is committed to respect 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”).

Organizational Solutions Inc. has developed our Multi-Year Accessibility Plan to enhance current policies, practices and procedures. Although Accessibility legislation has not yet been enacted in all the provinces we operate, all Organizational Solutions Inc. employees and representatives will be expected to comply with our Accessibility policies.

This document is available to the public at www.Orgsoln.com and in an accessible format on request by contacting:

Accessibility Office

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MULTI-YEAR ACCESSIBILITY PLAN

Introduction

This 2021 – 2026 Multi-Year Accessibility Plan outlines the actions that Organizational Solutions Inc. will put in place to remove and prevent barriers to accessibility for people with disabilities. This plan is comprised of the following key components:

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

Accessible Information and Communications

Organizational Solutions Inc. is committed to meeting the communication needs of people with disabilities and 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.
- Providing support for our feedback formats upon request.

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

The Organizational Solutions Inc. website and content follow the WCAG 2.0, Level AA standards.

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 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: their purpose and how to communicate with people who use them.
- Service Animals: their purpose and how to communicate with people who use them.
- Support Persons: their purpose and how to communicate with people who use them.

Employees are required to read our policies, practices, and procedures for Accessible Customer Service. New employees receive the training as part of the orientation process, and is completed on an annual basis. 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.

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.

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 and onboarding processes, and employment.
- Organizational Solutions Inc. has developed and documented a written process for the development of individual accommodation plans for employees with disabilities.

- As jobs are posted, we outline Organizational Solutions Inc.'s commitment to providing accessible hiring practices.
- New employees and representatives of Organizational Solutions Inc. are notified of the documented accommodation process.
- Ensure the documented accommodation process is also provided to current employees, as required.
- Ensure a return-to-work process where appropriate accommodation and support are in place in the event it is required.
- Ensure that the accessibility needs of employees with disabilities are accommodated for performance metrics and career development.
- Develop and implement necessary training for the Leadership Team on accommodation, return-to-work, and other related policies and process changes.
- Communicate any new or revised policies and procedures to all Organizational Solutions Inc. employees and its representatives.

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 and plans that align with their specific needs and are by the integrated Standards and Regulations of the AODA.

Design of Office Spaces

In the event of completing major renovations to existing offices or selecting new office space, Organizational Solutions Inc. will ensure that our locations with client access meet the baseline level of accessibility for public spaces per the relevant provincial legislation. In the event of a service disruption, we will notify the public of the disruption and how to access our services in an alternative fashion.

Accessibility Reporting

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