



## **Accessibility Policy and Multi-Year Accessibility Plan**

The Accessibility for Ontarians with Disabilities Act, 2005 ("the AODA") is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

### **General Requirements**

#### **Accessibility Policy**

Our policy has been established in compliance with Regulation 191/11, "Integrated Accessibility Standards" (Regulations) under the Accessibility for Ontarians with Disabilities Act, 2005. These standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. DYNAMIC EMPLOYMENT SOLUTIONS is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

#### **Statement of Commitment**

DYNAMIC EMPLOYMENT SOLUTIONS is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements where possible under the Accessibility for Ontarians with Disabilities Act. We are committed in ensuring that, persons with disabilities receive the same quality of service that others receive as specifically expressed in our Human Rights Policy Dignity and Respect Policy.

#### **Multi-Year Accessibility Plan**

As part of DYNAMIC EMPLOYMENT SOLUTIONS 'S commitment to meeting its obligations under the Act, DYNAMIC EMPLOYMENT SOLUTIONS has developed a multi-year plan which outlines DYNAMIC EMPLOYMENT SOLUTIONS's strategy to prevent and remove barriers and meet its requirements under the AODA.

DYNAMIC EMPLOYMENT SOLUTIONS's Multi-Year Accessibility Plan will be reviewed and updated by DYNAMIC EMPLOYMENT SOLUTIONS at least once every five (5) years, and as required. It will also be provided in an accessible format upon request.

#### **Self-Serve Kiosks**

DYNAMIC EMPLOYMENT SOLUTIONS will consider the needs of people with disabilities when designing, procuring or acquiring service kiosks.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2015

**Completion Date:** November 1<sup>st</sup>, 2014

#### **Training**



DYNAMIC EMPLOYMENT SOLUTIONS will provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation to employees, assignment employees, contractors, and any others who may be acting on DYNAMIC EMPLOYMENT SOLUTIONS's behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of DYNAMIC EMPLOYMENT SOLUTIONS's policies. DYNAMIC EMPLOYMENT SOLUTIONS will maintain records of the dates when training is completed and the individuals who completed the training.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2015

**Completion Date:** January 1<sup>st</sup>, 2015

### **Information and Communication Standards**

#### **Feedback**

DYNAMIC EMPLOYMENT SOLUTIONS values your feedback. DYNAMIC EMPLOYMENT SOLUTIONS will ensure that customer service expectations are being met and that all customers regardless of any disability receive fair and equal treatment. All feedback will receive a receipt of feedback acknowledgement. Action will occur within 21 days of receipt.

Customers, clients and assignment employees are welcome to submit comments via:

By E-mail [riskmgt@staffedge.com](mailto:riskmgt@staffedge.com)

By Telephone 905.454.1144

In Person 181 Queen Street East Brampton, ON L6W 2B3

By Mail 181 Queen Street East Brampton, ON L6W 2B3

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2015

**Completion Date:** November 1<sup>st</sup>, 2014

#### **Accessible Formats and Communication Supports**

DYNAMIC EMPLOYMENT SOLUTIONS will provide appropriate information and communications in an accessible manner to people with disabilities upon request. DYNAMIC EMPLOYMENT SOLUTIONS will consult with the person to determine their accessibility needs. DYNAMIC EMPLOYMENT SOLUTIONS is committed to providing the alternate format in a timely manner and at a cost that is not more than the regular costs charged to others.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

#### **Accessible Websites and Web Content**

DYNAMIC EMPLOYMENT SOLUTIONS will ensure that new Internet websites and new web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A .All websites and web content will conform to WCAG – Level AA as of January 2021.

**Required Legislative Compliance Date:**



New Content (WCAG 2.0 Level A) January 1<sup>st</sup>, 2014

All Content (WCAG 2.0 Level AA) January 1<sup>st</sup>, 2021

**Completion Date:**

New Content (WCAG 2.0 Level A) January 1<sup>st</sup>, 2014

All Content (WCAG 2.0 Level AA) In Progress

**Employment Standard**

All employment services provided by DYNAMIC EMPLOYMENT SOLUTIONS follow the principles of dignity, independences, integration and equal opportunity.

**Recruitment**

DYNAMIC EMPLOYMENT SOLUTIONS will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

**Recruitment, Assessment or Selection Process**

DYNAMIC EMPLOYMENT SOLUTIONS will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, DYNAMIC EMPLOYMENT SOLUTIONS will 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.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

**Notice to Successful Applicants**

When making offers of employment, DYNAMIC EMPLOYMENT SOLUTIONS will notify the successful applicant of its policies for accommodating employees with disabilities.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

**Informing Employees of Supports**

DYNAMIC EMPLOYMENT SOLUTIONS will inform all employees, both new and existing, of the accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that take into account an individual employee's accessibility needs due to disability. This will make all employees aware of how the organization will support them if they have a disability – or if they acquire a disability later in their career.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016



**Completion Date:** December 31<sup>st</sup>, 2015

### **Accessible Formats and Communication Supports for Employees**

Upon request, whenever possible, DYNAMIC EMPLOYMENT SOLUTIONS will consult with the person to determine the best method of providing the information requested and take the necessary steps to provide accessible formats and communications for the following:

1. Information needed in order to perform their job; and
2. General information that is made available to all employees in the workplace.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

### **Workplace Emergency Response Information**

DYNAMIC EMPLOYMENT SOLUTIONS will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if DYNAMIC EMPLOYMENT SOLUTIONS is aware of the need for accommodation due to the employee's disability. DYNAMIC EMPLOYMENT SOLUTIONS will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, DYNAMIC EMPLOYMENT SOLUTIONS will, with the consent of the employee, provide the workplace emergency response information to the person designated by DYNAMIC EMPLOYMENT SOLUTIONS to provide assistance to the employee.

DYNAMIC EMPLOYMENT SOLUTIONS will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2012

**Completion Date:** January 1<sup>st</sup>, 2012

### **Documented Individual Accommodation Plans**

DYNAMIC EMPLOYMENT SOLUTIONS will take the following steps to develop and put in place a process for developing documented Individual Accommodation Plans (IAP) and processes for employees that have been absent due to a disability:

Develop an Individual Accommodation Plan (IAP) that includes the following:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;

- DYNAMIC EMPLOYMENT SOLUTIONS may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

### **Return to Work**

DYNAMIC EMPLOYMENT SOLUTIONS will develop a process that supports employees who have been absent due to a disability and who require related accommodations when they return to work.

The return to work process will:

- Be documented and outline the steps that will be taken to facilitate an employee's return to work.
- Use documented individual accommodation plans.

The return to work process will not replace or override any other return to work processes created under any other law.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015

### **Performance Management, Career Development and Advancement and Redeployment**

DYNAMIC EMPLOYMENT SOLUTIONS will develop processes that take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

DYNAMIC EMPLOYMENT SOLUTIONS will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance on the job.

DYNAMIC EMPLOYMENT SOLUTIONS will adjust the accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

**Required Legislative Compliance Date:** January 1<sup>st</sup>, 2016

**Completion Date:** December 31<sup>st</sup>, 2015