



Providing Goods and Services to People with Disabilities - AODA Integrated Accessibility Standards Policy

POLICY STATEMENT: The Accessibility for Persons with Disabilities: Integrated Accessibility Standards Policy's purpose is to provide direction to staff to enable company representatives to meet the requirements of the Accessibility Standards for provisions of services with Regulation 191/11, 'Integrated Accessibility Standards' (Regulations under the Accessibility for Ontarians with Disabilities Act), 2005.

COMMITMENT AND SCOPE: Dakkota Integrated Systems is committed to treating 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. This policy will be implemented in accordance with the time frames established by the Regulation.

1. ACCESSIBILITY PLAN

Dakkota Integrated Systems will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to provide equal opportunity for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the communication boards. Upon request, Dakkota Integrated Systems will provide a copy of the plan in an accessible format.

2. SELF-SERVICE KIOSKS

Dakkota Integrated Systems will communicate to people with disabilities in ways that take into account their disabilities. We will give consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

We will train our staff, (as required), on how to interact and communicate with people with various types of disabilities to include the usage of various assistive measures and devices noted below.

3. TRAINING EMPLOYEES AND VOLUNTEERS

Dakkota Integrated Systems will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- All employees
- All persons who participate in developing Dakkota Integrated Systems policies; and,
- All other persons who provide goods and services on behalf of the company.



A training record will be kept when training is provided, for new employees at orientation, and/or on-going when changes are made to the policy.

Dakkota Integrated Systems staff will be trained, as necessary, to communicate with customers over the phone in plain language and to speak clearly and slowly. We will also make our staff familiar with telephone technologies intended for people with disabilities when such accommodation is requested.

4. INFORMATION AND COMMUNICATION STANDARDS

Feedback

Dakkota Integrated Systems is committed to ensuring a process for feedback, including receiving or responding while ensuring accessible formats are available so that persons with diverse disabilities, upon request have ability to provide feedback.

Accessible Formats and Communication Supports

Upon request, will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes in account the persons accessibility needs due to disability.

Dakkota Integrated Systems will consult with the person making the request in determining the suitability of an accessible format or communication support.

Accessible Websites and Web Content

Dakkota Integrated Systems will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where meeting the requirement(s) is not practical.

5. EMPLOYMENT STANDARDS

Recruitment

Dakkota Integrated Systems will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Dakkota Integrated Systems 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, Dakkota Integrated Systems 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 disability needs due to disability.



Notice to Successful Applicants

When making offers of employment, Dakkota Integrated Systems will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Upon hire and on an ongoing basis Dakkota Integrated Systems will continue to inform employees of its policies (including updates) used to support employees with disabilities, including policies of job accommodations which include an employee's accessibility needs due to disability. This information will be provided to new employees, as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Dakkota Integrated Systems will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to the other employees.

In determining the suitability of an accessible format or communication support, Dakkota Integrated Systems will consult with the employee making the request.

Workplace Emergency Response Information

Dakkota Integrated Systems will provide individualized workplace emergency response information to employees who have a disability, if such is necessary. Employees are responsible to inform the Company of their need for accommodation in order to provide the necessary accommodation. Once advised, we will work to provide the accommodation / information as soon as practicable.

Where the employee requires assistance, Dakkota Integrated Systems will, with the consent of the employee, provide the workplace emergency response information to the designated person to aid the employee.

Dakkota Integrated Systems will review the individualized workplace emergency response information if/when an employee changes jobs/location within Dakkota Integrated Systems.

Documented Individual Accommodation Plans

Dakkota Integrated Systems will maintain a written process for the development of documented accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.



Return to Work Process

Dakkota Integrated Systems maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work.

The return work process outlines the steps Dakkota Integrated Systems will take to facilitate the return to work and will include documented individual accommodation plans as a part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

Dakkota Integrated Systems will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when reassigning employees.

6. QUESTIONS ABOUT THIS POLICY

This policy has been developed to break down the barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has any questions or requires clarification about this policy, please contact:

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REFERENCES:

www.AccessON.ca