

## Accessibility Plan

### Workplace Emergency Information

Upon request DEI & Associates Inc. will provide employees with workplace emergency information in an accessible format to suit their required needs.

Upon request DEI & Associates Inc. will provide clients, sales reps, visitors, etc. with workplace emergency information in an accessible format to suit their required needs.

### Training

DEI & Associates Inc. will ensure to provide all employees with the following training:

- Ontario's accessibility laws.
- Ontario Human Rights Code as it relates to people with disabilities.
- Review of DEI & Associates Inc.'s Accessible Customer Service Policy.
- Customer service standard requirements.
- Tips on how to interact with people with various types of disabilities.
- How to use any equipment or devices available in our organization that assist people with disabilities.

This training will be provided on an ongoing basis as policies change.

A record of the training provided including date training was conducted and staff it was provided to will be maintained.

### Information and Communications

#### *Public Available Information*

Upon request DEI & Associates Inc. will provide information available to the public in accessible format to suit the requested individual needs.

#### *Feedback Process*

A public feedback process has been made available on DEI & Associates Inc.'s website. At request, another method for providing feedback will be provided to suit the requested individual's needs. Management will provide responses to feedback within a timely manner. All feedback is encouraged as it assists in furthering developing our plan and policies.

#### *Website*

DEI & Associates Inc. will ensure our public website and web content conforms with WCAG 2.0, Level AA (excluding success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-Recorded)).

## Employment

DEI & Associates Inc. is committed to fair employment opportunities for all qualified individuals:

- All job postings will include notification that DEI & Associates Inc. will accommodate the needs of people with disabilities through our recruitment process.
- During the recruitment process should an applicant require accessible accommodations, DEI & Associates Inc. will make the adjustments to suit their individual needs.
- All workplace information (i.e. orientation manual, company safety policies, company safety meeting minutes, etc.) will be provided in an accessible format upon employee requests.
- Performance management, career development training is available to all qualified employees. Accommodations (alternate approaches, assistive technologies, etc.) will be provided to those who require it thus ensuring the same successful completion.
- A written process for both individual accommodation plans and return to work plans has been developed. Plans will be created following the developed process on a as needed basis to support employees that require disability-related accommodations to successfully complete their job requirements. These plans are reviewed and updated as required to suit individual needs that have changed or changes in job requirements.
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## Design of Public Spaces

DEI & Associates Inc. is committed to accommodating accessibility for people with disabilities. All existing public spaces of DEI & Associates Inc.'s workplace meets the Accessibility Standards for Design of Public Spaces. In future should DEI & Associates Inc. construct a new workplace or undergo a major renovation of an existing workplace, all public spaces will be designed to meet the current Accessibility Standards for Design of Public Spaces.

## Accessibility Compliance Report

DEI & Associates Inc. ensures filing of accessibility compliance reports by required deadlines.

## Questions or Additional Information

For questions or additional information regarding our accessibility plan, please contact Human Resources.

Phone: (519) 725-3555

Email: [dei@deassociates.ca](mailto:dei@deassociates.ca)

Alternative accessible formats of this document are available upon request from the Office Manager.

**\* This Accessibility Plan will be reviewed/updated every 5 years.**

**Last Updated: January 2021**