Multi Year Accessibility Plan – DeFaveri Group of Companies

Overview
DeFaveri Group of Companies' (DeFaveri) Multi-Year Accessibility Plan (MYAP) is intended to outline and specify policies, plans and processes that we have adopted, are in the process of developing, and/or actively implementing as mandated by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Statement of Commitment
DeFaveri is committed to treating all people in a way that allows them to maintain their dignity and independence. 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 the accessibility requirements under the AODA and its regulations. It is our goal to create a welcoming environment that is respectful of everyone.

We are committed to fulfilling our requirements under the AODA, and this plan outlines the steps we are taking to meet those requirements for people with disabilities and creating a fully accessible Ontario. This plan is reviewed every five (5) years; however, we will revise this plan as deemed necessary. This plan is posted on our Health and Safety boards at each location and our website.

The AODA principles of integration, equality, dignity, and independence will be applied to any individuals who are:
- Working or visiting our sites/offices;
- Accessing information from our stores, offices or employees;
- Procuring our goods and/or services in-person or through phone or virtual communication.

Questions or concerns regarding accessibility or this plan can be directed to Management, as noted in the company Accessibility Policy.

Customer Service Standard

Accessible Customer Service Policies, Training, and Feedback	
Requirements	Status
1. Provide training for employees on AODA Customer Service Standard 2. Review and update all employment policies to ensure they take into account the Accessibility Policy and requirements 3. Review any customer feedback related to service and accessibility as required	Completed
Next Steps/Actions Taken	
• All employees have been provided AODA Customer Service and IASR training, with records kept on file; any new employees will also receive training through the onboarding process • The Accessibility Policy will be reviewed as required, related to any changes in customer service • Processes are available through contacting DeFaveri via phone, email or letter related to feedback on accessible customer service	

Integrated Accessibility Standards Regulations

1. **General Requirements**

Accessibility Policies	
Requirements	Status
1. Create a Statement of Commitment 2. Develop and implement AODA policy	Completed
Next Steps/Actions Taken	
• A current AODA policy resides on every Health and Safety board; this policy includes how to address barriers to accessibility • Should an employee or customer require the policy in an alternate format upon request, this will be granted	

Multi-Year Accessibility Plan (MYAP)	
Requirements	Status
1. Create a MYAP 2. Review the MYAP every five (5) years	Completed/Ongoing
Next Steps/Actions Taken	
• The MYAP addresses how we will ensure accessibility is a key component in our business • The MYAP will be available on our company website • All applicable Integrated Accessibility Standard Regulations (IASR) are considered in the MYAP • This plan will be amended as required, and reviewed every five (5) years	

Training for Integrated Accessibility Standards Regulations	
Requirements	Status
1. All employees (full-time, part-time, contract) are trained on the AODA Customer Service and applicable IASR	Completed/Ongoing
Next Steps/Actions Taken	
• Any new hires/future employees will be provided AODA training within their onboarding to the company • Record of training will be kept within employee records and files • Training will be made available in alternate formats, upon request	

2. **Information and Communication Standard**

Feedback	
Requirements	Status
1. Upon request, have the ability to receive feedback from employees or customers that have disabilities that are inquiring about DeFaveri	Completed/Ongoing
Next Steps/Actions Taken	
• Any feedback on goods and/or services received can be provided via phone, email or letter • Receiving and responding to feedback is a component of training for all current and new hires	

• If unsure where to direct feedback requests from customers, employees are to contact Management as soon as possible to receive guidance	

Accessible Formats and Communication Supports	
Requirements	Status
1. Upon request, provide accessible formats and/or communication supports to customers with disabilities 2. Where an accessible format and/or communication support is not available immediately, the customer is consulted as soon as possible	Completed/Ongoing
Next Steps/Actions Taken	
• Upon request, employees currently provide information in an accessible format and/or with a communication support • Employees (new and current) are provided training on how to provide information in an accessible format and/or assist another employee or customer with communication supports	

Accessible Website and Web Content	
Requirements	Status
1. Ensure the website and web content meets World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A	Completed/Ongoing
Next Steps/Actions Taken	
• Aware of the website requirements, and confirmed with website developer that the website meets WCAG 2.0 Level A requirements • Developing a specific webpage within the website to host accessibility information	

3. **Employment Standard**

Workplace Emergency Response Information	
Requirements	Status
1. Create individual plans to assist employees with disabilities during an emergency situation 2. Obtain consent from employees with individualized plans to share this information with those who may be required to assist them in the case of an emergency 3. Ensure emergency information is available in accessible formats as requested by employees with disabilities 4. Review any individualized plans if the employee requests a change, when	Ongoing/As Required

accessibility policies are reviewed, and/or when the employee moves to another office location (where applicable)	

Next Steps/Actions Taken
• Any new hires will have the opportunity to provide information about emergency planning requirements if their disability requires a documented individual accommodation plan • All current employees have the opportunity to provide information to Management regarding the need for accessible emergency response information and/or a documented individual accommodation plan

Documented Individual Accommodation Plans	
Requirements	Status
1. Develop and implement a process to document individual accommodation plans for employees with disabilities	Ongoing/As Required

Next Steps/Actions Taken

• Based on IASR requirements, any documented individual accommodation plans include the following:
    o The manner in which an employee can participate in the accommodation plan
    o How often and by which means the plan is assessed on an individual basis
    o Steps taken to ensure privacy is maintained where applicable
    o The plan is provided in an accessible format that takes into account the accessibility needs of the employee
    o Any emergency response plans as required

Accessible Formats and Communication Supports for Employees	
Requirements	Status
1. Upon request by an employee with a disability, work with that employee to provide or arrange for accessible formats, and/or communication supports 2. Determine the suitability of the proposed accessible format and/or communication support	Ongoing/As Required

Next Steps/Actions Taken
• The availability of accessible formats and/or communication supports is noted in the accessibility and accommodation policy for current and new hires • Upon receiving a request for accessible formats and/or communication supports, Management will work with the employee to deliver a suitable accessible format and/or communication support

Recruitment and Selection	
Requirements	Status
1. Notify job applicants that accommodations are available upon request in relation to the process or materials used in the process	Ongoing/As Required

2. If a selected applicant requests an accommodation, the employer must work with the candidate to arrange or provide a suitable accommodation that takes into consideration the candidate's disability 3. Notify successful applicants of policies on accessibility and accommodation of employees	

Next Steps/Actions Taken
• In all job postings, applicants are informed that interview accommodations are available upon request. This statement is standard for all job postings • Appropriate accommodations are provided to interview candidates upon request • New hires will be provided a copy of the accessibility policy and receive accessibility training as part of their orientation

Performance Management and Career Development	
Requirements	Status
1. Ensure any performance management and career development opportunities account for accessibility needs and accessibility plans of employees	Ongoing/As Required

Next Steps/Actions Taken
• Performance management and career development is evaluated on a case-by-case basis to ensure that if any accommodations are required throughout either of those processes, Management will work alongside the employee to ensure any barriers are addressed

Redeployment	
Requirements	Status
1. Take into account the accessibility of employees with disabilities and any applicable individual accommodation plans when redeploying an employee to an alternative position with the company	Ongoing/As Required

Next Steps/Actions Taken
• Accessibility needs will be incorporated into the plan for any employee to be redeployed to an alternative position • Management will ensure that any new/revised reporting hierarchies are reviewed to determine who is to be involved and informed of any accessibility plan requirements as necessary

4. **Design of Public Spaces**

Accessible Public Spaces	
Requirements	Status
1. When making any new or major modifications, the Accessibility Standards	As Required

for the Design of Public Spaces will be met as applicable	
Next Steps/Actions Taken	
- Should there be any changes to the current building design, the accessibility standards will be referenced and consulted related to off-street parking, and any additional accessible elements - If there are any service disruptions based on the modification process of public spaces, notify customers and employees in accessible formats as required	