



What is AODA?

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act covers - Customer Service Standards, Information and Communication Standards, Employment Standards, Transportation, and Built Environment.

The Customer Service Standard was the first standard to become law as regulation. This standard provides guidelines and examples of how persons with disabilities can be served and accommodated when accessing services or participating in programs. The next three standards - Information and Communication, Employment, and Transportation have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). This is now law and the requirements have been phased in across Ontario. In addition to the standards listed above, there are also the General Requirements that apply across the IASR.

Itec group is required to comply with the following: Customer Service Standards, Employment Standards, General Requirements of the IASR as well as various requirements with the Ontario Human Rights Commission pertaining to the Human Rights Code ("the Code and AODA"). Itec's AODA Policy & Accessibility Plan sets out the steps we take to comply with Ontario's accessibility laws and prevent and remove accessibility barriers. These documents can be found posted on our Health & Safety Board and can be accessed through our website and our Employee Playbook.

Alternate Format Requests: Please contact me if you require any itec group document in an alternate format or if you require communication supports: Telephone: Modesty Sabourin 519-212-9324 or 519-622-8889 x223 modesty@itecgroup.ca

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Training - Your Responsibilities

Training will be provided at the time of hiring and on an ongoing basis.

All employees will complete AODA training that is designed and tailored based on individual roles and responsibilities:

All employees will complete the following training required:

Customer Service Standard: <https://accessforward.ca/newado/csstandardmodule/>

Purposes of the AODA & Ontario Human Rights Code as it relates to people with disabilities: <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Employees who are required to complete additional training below, depending upon which standards are relevant to their job responsibilities will be informed of this. They include:

General Requirements: <https://accessforward.ca/newado/grmodule/>

Employment Standards: <https://accessforward.ca/front/employment/>

Information and Communication Standards: <https://accessforward.ca/newado/icsmodule/>

These trainings are offered in various formats (video, audio, text-only, PPT slide deck). We leave it to you to decide which format of the modules suits your learning style best.

Once you have completed the training,

1) please email modesty@itecgroup.ca with your completed AODA training form where you certify you have completed all your training requirements and understand what is expected of you under the AODA requirements. Please include any additional documents (such as pdf files of certifications or print screens of your online quiz submissions) where they will be placed in a secure online folder for our training records and will be made available for any audits and/or inspections, or if an employee requests to see their own file.

Additional information and resources found at

<https://www.ontario.ca/laws/regulation/r11191#BK29>

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Accessibility Policy & Plan

itec group Inc. (ITEC) is committed to meeting the current and ongoing Ontario Human Rights Code respecting nondiscrimination. ITEC accepts and abides by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and understands its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or its accountability to people with disabilities under any other law.

- ITEC is committed to complying with both the Ontario Human Rights Code and the AODA.
- ITEC is committed to excellence in serving all customers including people with disabilities.
- Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.
- This policy and plan apply to all employees and others who provide services on behalf of ITEC.

Our Statement of Commitment

ITEC 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with each person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

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A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, ITEC might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, ITEC will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Training

ITEC will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within 1 week after being hired.

Training will include:

- ITEC's policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing ITEC's goods, services or facilities



Staff will also be trained when changes are made to our accessible customer service policies. Employees are required to complete any additional training, depending on which Standards are relevant to their job responsibilities:

General Requirements
Employment Standards
Information & Communication
Ontario Human Rights Code as it relates to people with disabilities.

Return-to-work (RTW) process has been implemented, where necessary, and includes the following:

- Human Resources will develop a RTW plan with an employee who has a disability. If a suitable work assignment is identified, we will work with employee to reach agreement on applicable terms and conditions.
- Each situation will be reviewed on a case-by-case basis, including review to determine if there would be undue hardship to approve an accommodation request.
- Appropriate communications will be made in each case / request

The following steps have been taken to ensure the accessibility needs of employees with disabilities are taken into account when using **performance management and career development processes**:

- Review an employee's individual accommodation plan (IAP) to understand the employee's accommodation needs and determine whether it needs adjusting to improve his/her performance on the job or for his/her new responsibilities.
- Review employee's individual accommodation plans when moving employees with disabilities to other jobs within the organization.
- Have documents related to performance management available in accessible formats when requested.
- Provide formal and informal coaching and feedback in a manner that takes into account an employee's disability.

Feedback process

ITEC welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. If you have any questions or concerns about accessibility within the ITEC organization, please address your concerns in writing to: admin@itecgroup.ca.

All feedback, including complaints, will be reviewed by senior management and we will respond to your feedback within a 1 week timeframe

ITEC will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.

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**Notice of availability of documents**

ITEC will notify the public that documents related to accessible customer service are available upon request by posting a notice on our health & safety board in the office and posting a notice on our website.

ITEC will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Modifications to this or other policies

Any policies of ITEC that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Notice of temporary disruption: In the event of a planned or unexpected disruption to services and facilities for customers with disabilities itec will notify customers promptly, as we receive relevant and timely information from our landlord as we are a tenant of the TW Properties Group. This notice may include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made via email correspondence to any impacted customer(s) during a disruption event.

For More Information: For more information on this accessibility plan, please contact: Human Resources at modesty@itecgroup.ca

Accessible formats of this document are available upon request from modesty@itecgroup.ca

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Policy Definitions:

Accessible: obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible etc. Ensuring inclusive practices will ensure that goods and services can be accessed by a larger audience.

Alternative Formats: refers to alternate ways to provide goods and services. Some alternate formats can be used by everyone, while others are designed to address the needs of a specific user. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone.

Disability: Under the AODA, the definition of “disability” is the same as the definition in the Ontario Human Rights code:

(a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;

(b) A condition of mental impairment or a developmental disability;

(c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

(d) A mental disorder; or (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive Device: a piece of equipment a person with a disability uses to help with daily living.

Support Person: an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

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