

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This (2014) to (2019) accessibility plan outlines the policies and actions that Labor Tek Personnel will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [*Integrated Accessibility Standards, Ontario Regulation 191/11*](#).

Statement of Commitment

Labor Tek Personnel believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Customer Service Standard

Labor Tek Personnel Services Ltd. has developed policies to comply with Regulations 429-07 of the AODA-Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility for all persons with disabilities.

Labor Tek Personnel Services Ltd is committed to excellence in serving all its clients, candidates and employees with disabilities. As required by the *Accessibility for Ontarians with Disabilities Act, 2005*, Labor Tek Personnel Services Ltd has put into practice Accessible Customer Service Policy that is available on our website.

Labor Tek Personnel Services Ltd has achieved the following requirement of the Customer Service Standard of the AODA. Labor Tek Personnel Services Ltd takes into consideration a person's disability when communicating with them, allows assistive devices in our workplace, allows service animals and welcomes support persons. Labor Tek Personnel Services Ltd will notify clients, candidates, and employees when accessible services are not available. We invite our candidates, clients and employees to provide feedback on our service provided to persons with disabilities.

Employment Standard

Labor Tek Personnel Services Ltd is committed to fair and accessible employment practices. Labor Tek Personnel Services Ltd will accommodate persons with disabilities

during the recruitment process, the assessment process, and when hired. We will advise job applicants that we will accommodate persons with disabilities during the selection process. We will notify successful applicants of our policies for accommodating persons with disabilities.

Labor Tek Personnel Services Ltd has taken the following measures to ensure that employees know about our company's policies for supporting clients, candidates and employees with a disability.

Labor Tek Personnel Services Ltd will take the following steps to develop and put in place a process for developing individual accommodation plans for employees who have been absent due to a disability.

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
 - have been absent because of a disability, and
 - the need some form of disability related accommodation to return to work.

Performance management, career development, and redeployment processes will also be reviewed to ensure they take into account the accessibility needs of employees with disabilities.

Information and Communication Standards

Labor Tek Personnel Services Ltd has put into place an accessible feedback process to receive and respond to feedback from clients, candidates and employees who have a disability. Timely acknowledgement and response to feedback by Labor Tek Personnel Services Ltd can be provided in alternative forms upon request.

Labor Tek Personnel Services Ltd will provide evacuation information to clients, candidates and employees. If alternate form of communication is requested, we will work with the individual to provide information in an accessible format.

Labor Tek Personnel Services Ltd aims to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA website requirements in accordance with Ontario's accessibility laws.

Continuing Assessment of Potential Accessibility Barriers

Labor Tek Personnel Services Ltd will continue to assess the environment to prevent and remove any other accessibility barriers as identified by clients, candidates, and employees as requested.



Contact Information

For more information, questions, or concerns regarding accessibility at Labor Tek Personnel Services or to request communication in an accessible format, please contact Human Resources.

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