**MULTI-YEAR ACCESSIBILITY PLAN**

**2020 – 2025**

BACKGROUND

The Ontario Government plans to make the province fully accessible by 2025. It has introduced a phased-in approach to the implementation of requirements through regulations under the Accessibility for Ontarians with Disabilities Act, 2025.

According to the 2005 Act, Durham Pallet Services was required to meet the following standards by different dates:

1. The Accessible Customer Service Standards, effective January 1, 2012 under the Accessibility Standards for Customer Service Regulation. (Amalgamated into the Integrated Accessible Standards Regulation (IASR) in 2016).
2. The Integrated Accessibility Standards Regulation (IASR), effective January 2013.

* The Accessible Employment Standards
* The Accessible Information and Communication Standards
* The Accessible Transportation Standards
* The Accessible Design of Public Spaces Standards
* General requirements on training, accessibility plans and policies and self-serve kiosks

STATEMENT OF COMMITMENT

Durham Pallet Services is committed to providing the best possible service and attention to the dignity and independence of persons with disabilities. We believe that integration and equal opportunities enable people to experience life without barriers. We will ensure that customers with disabilities can obtain, use and benefit from our quality goods or services in a timely manner, and employees with disabilities can participate fully and meaningfully in services and employment.

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| Compliance Deadlines Durham Pallet Services | |
| **2012** | Emergency procedures, plans or public safety information s.13  Workplace emergency response information s.27 |
| **2015** | Accessibility policies s.3  Accessibility Plan s.4  Self-service kiosks s.6  Accessible website and web content (new sites) s.14 |
| **2015** | Training s.7  Feedback process s.11 |
| **2015** | Accessible formats and communication support s.12  Accessibility Standards for Employment s.22-26, 30-32 |
| **2018** | All applicable Accessibility Standards for the Design of Public Spaces s.80 |
| **2020** | File Accessibility Report |
| **2021** | All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) |
| **2023** | File Accessibility Report |

OUR PLAN

The following outlines Durham Pallet Service’s commitments and progress in meeting accessibility standards in accordance with the timelines set up on the Integrated Accessibility Standards Regulation (IASR).

POLICIES, PROCESSES AND PRACTICE

Policies, processes and practices help staff embed accessibility into everyday activities and help ensure compliance activities are communicated and delivered in a consistent way across Durham Pallet Services.

The following steps have been taken:

* New policies to reinforce accessibility considerations;
* This multi-year accessibility that lays out our journey;
* New and existing tools and guidelines will embed accessibility criteria into day-to-day business practices

CUSTOMER SERVICE

Durham Pallet Services is committed to provide products and services in various formats depending on the needs of their customers and employees. In order to meet this requirement, Durham Pallet Services provides:

* Information about our products and services will be accessible, accurate and up to date and made available in Durham Pallet Services offices and on Durham Pallet Services website;
* Alternative formats of Durham Pallet Services documents will be made available upon request and in accordance with the accessible customer service standard.
* A feedback process is in place through which clients and the public can make comments, suggestions and complaints. The feedback process will allow comments in person, by telephone, in writing or be delivering an electronic text by email or otherwise;
* A complaints procedure is in place where Durham Pallet Services will offer the customer an explanation of the circumstances and take appropriate action;
* A notice of service disruption shall be provided in advance and will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities and services that may be available.

The following will be done as stated in the IASR:

* Where self-serve kiosks may be used, consideration is given to accessibility and to features that allow for ease of use.
* Staff and third-party service providers will be trained on the requirements of the IASR and the Ontario Human Rights code as it pertains to persons with disabilities.

INFORMATION AND COMMUNICATIONS

Our goal is to meet the communicational needs of our customers and staff. To do that, we:

* Ensure that communication materials, telephone communications and face-to-face interactions meet the requirements of the Act.
* Utilize guidelines and best practices for creating accessible documents.
* Prepare for requests for alternate formats and communication supports.
* Develop internal standards for the development of new websites to ensure the alignment with WCAG 2.0 A-AA standards and the IASR.

EMPLOYMENT STANDARDS

We are committed to ensure that the process of recruitment and retention is inclusive and accessible for everyone. Durham Pallet Services will accomplish this by:

* Identifying and removing barriers in the workplace for staff and customers;
* Understand and accommodate various types of disabilities and their impact on work performance;
* Understand employer obligations to provide employment accommodation;
* Understanding Durham Pallet’s obligations and leadership under AODA regulations;
* Enhancing workplace emergency responses through individualized emergency response information and assistance as required;

RECRUITMENT

* Durham Pallet Services will inform employees and the public about availability of accommodations for applicants with disabilities during the interview process;
* Durham Pallet Services will make every effort to ensure job postings are available in a variety of formats when requested and access points to ensure that potential applicants with accommodation needs are aware of posting, including ensuring that recruitment agencies are in compliance with these standards;
* Durham Pallet Services will inform successful candidates of its policies for accommodating employees with disabilities when offering employment;

INFORMING EMPLOYEES WITH DISABILITIES OF SUPPORTS AVAILABLE TO THEM

* Durham Pallet Services will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations;
* New employees will be informed during orientation process;
* All employees will be provided with updated information whenever there is a change to existing policies on the provision of job accommodations; and
* Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Durham Pallet Services will consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.

PERFORMANCE MANAGEMENT

Durham Pallet Services will take the accessibility needs of employees with disabilities into account during the performance management process. The Performance Management process will be revised accordingly.

DESIGN OF PUBLIC SPACES STANDARDS

Durham Pallet Service’s current office space is leased, however when a new office space is considered, accessibility will be a key factor in the selection. Making the workspace more accessible will mean greater options for staff and visitors. Our practice is to identify, remove and prevent barriers for persons with disabilities when constructing and maintaining new or redeveloped elements of our public spaces.

WE WOULD LIKE TO HEAR FROM YOU

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects can be improved? Do you need any other information to move forward with your own plans? Please contact us with your questions and ideas. We would be pleased to hear from you.

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