

IT Solutions

2025 IT Solutions Multi-Year Accessibility Plan (AODA)

Intent

This accessibility plan outlines the strategy of IT Solutions to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

IT Solutions is committed to providing an accessible environment for all clients, employees, job applicants, contractors, suppliers, and visitors who may enter our premises, access our information, or use our services. The Company's goal is to create an environment that is inclusive to all members of the community, by identifying, removing and preventing barriers for persons with disabilities.

As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. IT Solutions' policies and procedures will be reviewed and updated regularly, as we are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Feedback Process

Comments and feedback about the delivery of services to persons with disabilities are welcome, as it may help identify areas that require change and assist in continuous improvement. Feedback will be addressed immediately, although some responses may require a more in-depth review.

To provide feedback or suggestions please contact us using any of the following methods:

1. Online by emailing nadia.chamberlain@itsolutions-inc.com.
2. By Phone at 905-763-4438 ext. 2158.
3. In writing by mail to 475 Cochrane Drive, Unit 4, Markham ON, L3R 9R5. ATTN: Nadia Chamberlain.

IT Solutions

Multi-Year Accessibility Plan

This plan is in effect from February 1, 2023.

ACTION	COMPLIANCE DATE	RESPONSIBILITY	STATUS
GENERAL REQUIREMENTS			
Establishment of Accessibility Policies Action: IT Solutions has developed all policies and procedures necessary to comply with the requirements set forth by AODA due January 1, 2014.	January 1, 2014	Human Resources	Completed
Accessibility Plans Action: Multi-year Accessibility Plan has been established and implemented, which outlines the organization's strategy to prevent and remove barriers and meet requirements under this Regulation. Human Resources Department and Management to identify and address barriers in workplace on an ongoing basis. Human Resources will review the plan periodically and make changes as necessary. IT Solutions' Multi-Year Accessibility Plan has been posted to the Company website and will be provided in an accessible format upon request.	January 1, 2015	Human Resources	Completed

IT Solutions

Training Action: Existing employees have received training that is provided on the requirements of the accessibility standards referred in this Regulation and on Human Rights Code as it pertains to employees, management, suppliers and employers. All new hires will be trained on Accessibility legislation, policy and protocols during the onboarding process.	January 1, 2015 & Ongoing	Human Resources	Ongoing
INFORMATION AND COMMUNICATIONS STANDARDS			
Feedback Processes Action: IT Solutions will review all feedback processes across the Company and ensure all staff are aware of the need to accommodate upon request and how to handle said requests. This will be integrated into the scheduled training on Integrated Accessibility Standard.	January 1, 2015 & Ongoing	Human Resources	Ongoing
Accessible Formats and Communication Supports – General Action: IT Solutions will determine what accessible formats and communication supports will be provided to persons with disabilities upon requests, to the extent practical and will provide for provision of accessible formats and communication supports for persons with disabilities. Alternative communication methods will be available at our reception areas and on our website.	January 1, 2016 & Ongoing	Human Resources & Marketing	Ongoing

IT Solutions

Emergency Procedures, Plans or Public Safety Information Action: IT Solutions will post emergency procedures, plans or safety information in an area where it is visible to the public and shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.	January 1, 2012	Human Resources & JHSC	Complete
Accessible Website and Web Content Action: Moving forward, all content in the years to come will meet the Level AA standards. By December 31, 2025, using our website vendor's assistance, we will ensure that the website conforms to the WCAG 2.0 Level AA Standards, to the extent practicable other than criteria 1.2.3 (captions) and 1.2.5 (pre-recorded audio descriptions) that are not a requirement. Please note: All WCAG 2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.	Beginning May 31 2023	Marketing	Ongoing
EMPLOYMENT STANDARDS			
Recruitment – General Action: IT Solutions will indicate a statement in job advertisements and identify different options for where job advertisements may be posted to notify the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	January 1, 2016	Human Resources	Ongoing

IT Solutions

Recruitment, Assessment, Selection Action: IT Solutions will review and update existing recruitment policies, procedures, and processes to identify actual and/or potential barriers to persons with disabilities. IT Solutions will determine how to notify applicants – telephone or email, or alternative means that takes into account their need for accommodation. IT Solutions will identify barriers, in the recruitment process including location of interview room, format of tests (if applicable), room set up for interviewee, interviewing timelines, supports and paperwork. IT Solutions will develop interview guidelines that take into account accommodation for persons with disabilities.	January 1, 2016 & Ongoing	Human Resources	Ongoing
Notice to Successful Applicants Action: IT Solutions includes a statement in Employment Agreements confirming that the Company will support the accessibility needs of its employees.	January 1, 2016	Human Resources	Ongoing
Informing Employees of Supports Action: IT Solutions will inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. New employees will be provided with accessibility policies and training as part of onboarding process. IT Solutions will keep employees up to date on changes to policies/procedures relating to accommodation.	January 1, 2016	Human Resources	Ongoing

IT Solutions

Accessible Formats and Communication Supports for Employees Action: IT Solutions will conduct an audit of regular communications. IT Solutions will make a list of what employees will require and ensure that their accessibility needs are met through an individualized accessibility plan.	January 1, 2016	Human Resources	Ongoing
Workplace Emergency Response Information Action: In the event that IT Solutions becomes aware of an employee's disability, the Company will ensure that the employee is provided with information on emergency response protocols that will take into account their individualized requirements. We will review individualized workplace emergency response information every year, or as changes occur (i.e., legislations updates, job transfers, etc.). We will ensure the individualized emergency response information is updated and communicated to affected employees.	January 1, 2012	Human Resources	Complete
Documented Individual Accommodation Plans Action: IT Solutions will develop a written process for implementing accommodation plans for persons with disabilities which includes the below prescribed elements: 1. <i>The manner in which an employee requesting accommodation can participate in the development of an individual accommodation plan.</i>	January 1, 2016	Human Resources	Ongoing

IT Solutions

2. <i>The means by which the employee is assessed on an individual basis.</i> 3. <i>The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</i> 4. <i>The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</i> 5. <i>The steps taken to protect the privacy of the employee's personal information.</i> 6. <i>The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</i> 7. <i>If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</i> 8. <i>The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</i> IT Solutions will create a template to document individual accommodation plans when the need arises.			
---	--	--	--

IT Solutions

Return to Work Process Action: IT Solutions will develop a written process for implementing a return-to-work plan for persons with a disability. IT Solutions will create a template to document the return-to-work process.	January 1, 2016	Human Resources	Ongoing
Performance Management Action: IT Solutions will review the current Performance Management process. IT Solutions will evaluate different options for administering the performance management process to take into account the individual needs of persons with a disability and consider the different methods to provide feedback to employees – on paper, verbally, on-line, etc. If a person with a disability has an Individual Accommodation Plan (IAP), take into account how information needs to be communicated to these individuals.	January 1, 2016	Human Resources	Ongoing
Career Development and Advancement Action: IT Solutions will review current Succession Plan and Career Development processes to ensure that the accessibility needs of its employees with disabilities as well as any individual accommodation plans are taken in to account.	January 1, 2016	Human Resources	Ongoing
Redeployment Action: IT Solutions will review current re-deployment processes to take into account the individual needs of persons with a disability as well as any IAP's.	January 1, 2016	Human Resources	Ongoing

IT Solutions

DESIGN OF PUBLIC SPACE STANDARDS			
Maintain the Accessible Parts of Our Public Spaces Action: Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR.	January 1, 2017	Human Resources, Executive Team	Complete
Make Parking Accessible Action: Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR.	January 1, 2017	Human Resources, Executive Team	Complete
Make Exterior Paths of Travel Accessible Action: Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.	January 1, 2017	Human Resources, Executive Team	Complete

IT Solutions' accessibility policies (The Customer Service Standard Policy & Integrated Accessibility Standards Regulation Policy) are available upon request. The policies and the multi-year accessibility plan are available in accessible format, upon request.

IT Solutions

FOR MORE INFORMATION, PLEASE CONTACT:

Nadia Chamberlain, Senior HR Business Partner

Phone Number: 905-763-4438 ext. 2158

Email: nadia.chamberlain@itsolutions-inc.com

In Writing: 475 Cochrane Dr., Markham ON, L3R 9R5 ATTN: Nadia Chamberlain