

## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT MULTI-YEAR ACCESSIBILITY PLAN**

### **INTRODUCTION**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce Accessibility Standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises throughout Ontario by the year 2025. Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), and the Integrated Accessibility Standard Regulation (IASR) – including the areas of Information & Communication, Transportation, Employment and the Design of Public Spaces (O. Reg. 191/11).

Under the IASR, Sykes Assistance Services Corporation (SASC) is required to establish, implement, maintain and document a Multi-year Accessibility Plan. This plan outlines SASC's strategy to identify, prevent and remove accessibility barriers and meet the requirements under the IASR.

In accordance with the requirements set out in the Integrated Accessibility Standard Regulation, SASC will:

- ✓ Post the accessibility plan on its website.
- ✓ Provide the plan in an accessible format upon request.
- ✓ Review and update the accessibility plan at least once every five years.

### **STATEMENT OF COMMITMENT TO ACCESSIBILITY**

SASC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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, 2005 (AODA).

SASC is committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility. To facilitate this commitment, SASC has established, documented and will continue to maintain a multi-year accessibility plan that will be updated annually to identify progress made in addressing barriers.

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**ACCESSIBLE CUSTOMER SERVICE STANDARD: Completed January 2012**

**Establishment of Accessible Customer Service Policy**

SASC is committed to providing services in an integrated and accessible manner that respects the dignity and independence of persons with disabilities

SASC achieved compliance with the Customer Service Standard Regulation by the deadline of January 1, 2012.

Compliance includes the creation of policies and procedures on providing goods and services to people with disabilities that address:

- Principles of dignity, independence integration, and equity.
- Use of service animals and support persons.
- Notice of temporary disruptions.
- Provision of a feedback process for the public to submit concerns about accessibility.
- Use of assistive devices.
- Training of all company representatives that deal with customers

**Training**

The Customer Service Standard training was initially launched to all staff upon the introduction of the policy and is delivered ongoing using the following schedule:

- Within the first 2 weeks of the initiation of employment for salaried employees.
- During training for registered and non-registered front line staff.
- For third party contractors the training will be provided once the contract has been signed.

Both the training guide as well as the acknowledgement form is available on the HR Sharepoint site.

**Feedback**

SASC welcomes feedback about how our services are provided to persons with disabilities. Customers may provide feedback in the manner deemed most convenient to them, including in person, by telephone, in writing, or by email or other electronic format. See also the Information and Communication Standard section of this document.

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**INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR): Ongoing**

**PART I: GENERAL REQUIREMENTS: Completed January 2015**

In 2013, SASC embarked on an accessibility planning process to identify preparedness for compliance with the AODA Regulations and to develop a multiyear accessibility plan. An external consultant (Accessibility Advantage) with expertise in this area was engaged to conduct the following activities:

- A review of the SASC's compliance and readiness with the IASR
- Assist with the development of a Multi-year Accessibility Plan as required by the Act

In addition, a cross departmental Accessibility Working Group was established to monitor compliance and contribute to the development and ongoing maintenance of the Multi-year Accessibility Plan.

**Establishment of Accessibility Policies**

SASC's AODA policy was updated to include the requirements of the IASR, communicated to all staff and posted on the company's HR Sharepoint Site.

HR is responsible for updating the policy as new requirements come into effect and communicate those changes to staff.

**Multi-year Accessibility Plan**

The Multi-year Accessibility Plan outlines the achievements that the company has had to date as well as any planned activities to prevent and remove barriers and to ensure compliance with the applicable standards.

This document is posted on the company's website and is available in an accessible format upon request taking into consideration the needs of the requestor.

**Training**

SASC provides training with regard to the requirements of the IASR and the Human Rights Code using the following schedule:

- Within the first 2 weeks of the initiation of employment for salaried employees (including contract/temporary).
- During training for registered and non-registered front line staff.

Both the training guide as well as the acknowledgement form is available on the HR Sharepoint site.

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**PART II: INFORMATION AND COMMUNICATION STANDARD: Ongoing**

**Accessible Feedback: Completed January 2015**

At any time employees, customers and clients can provide feedback regarding the way SASC provides services to persons with disabilities by using any of the following methods:

- In person, at the Reception area (where the site has one).
- By telephone (519) 434-3221 Ext. 3231 or Relay Service 1-800-855-0511.
- By email at [CALON-accessibility@sykes.com](mailto:CALON-accessibility@sykes.com)
- By mail addressed to the attention of Human Resources (248 Pall Mall Street, London, ON N6A 4T4).
- By any other means that takes into account a person's disability, as requested.

Human Resources provides a semi-annual report/summary to the Director, Human Resources on queries/complaints to ensure a resolution was implemented according to the action plan established to address all complaints received.

**Accessible Formats & Communication Supports: Completed January 2016**

All SASC employee forms will be provided upon request in an accessible format, taking into consideration a person's disability.

The Client Relations Department will meet customer accessibility requirements as customers identify needs. Options include large print, audio materials and Braille if necessary. This is applicable to membership materials that SASC fulfills.

"Accessible Document Guidelines" have been developed for use organizationally to serve as a tool when generating documents to ensure accessibility features are included. This document can be found on the HR Sharepoint site under AODA.

**Accessible Websites and Web Content: January 2014 to January 2021**

The company website has been redeveloped ensuring compliance with WCAG (World Wide Web Consortium Content Accessibility Guidelines) 2.0 level A and adequate accessibility features.

SASC's Shared Services department has developed a plan to remediate each of SACS's web properties to meet WCAG 2.0 Level AA (second phase required by 2021). This plan is outlined in the Compliance Report and IT Accessibility Strategy documents that can be found in Sharepoint/Human Resources/Accessibility for Ontarians with Disabilities Act/ IT-AODA and related documents.

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**PART III: EMPLOYMENT STANDARD: Completed January 2016 (unless otherwise specified)**

**Recruitment**

SASC is committed to ensuring that our recruitment and assessment processes are fair and accessible. The following steps have been taken to ensure compliance with this standard:

- The Accommodating Disability policy has been updated to reflect the process to accommodate prospective employees who request a medical accommodation during the recruiting process.
- All job postings specify that accommodation with respect to interviews and assessments is available for applicants with disabilities.
- Applicants engaged for interviews or assessments are advised of the availability of accommodation.
- New hires are advised via the offer of employment of the availability of accommodations and directed to the company policy.
- When an accommodation is required, the applicant/employee is consulted to determine suitability of format or support.

**Workplace Emergency Response Information: Completed January 2012**

SASC provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the company is aware of the need for accommodation.

The following actions were taken to ensure compliance with this standard:

- Developed an Individualized Workplace Emergency Response Plan (IWERP) process document to guide staff and managers on this process; available on the HR Sharepoint site.
- Disseminated the process to managers to initiate implementation for existing staff as required.
- Surveyed staff currently on accommodation to determine if an IWERP was required in case of an emergency.
- Incorporated IWERP into IASR training that was later developed.

The Joint Health and Safety Committee is responsible for the ongoing maintenance of the Site Policies where Evacuation Procedures are outlined.

**Documented Individual Accommodation Plan and Return to Work: Completed July 2013**

SASC revamped its Managing Abilities in the Workplace (MAWP) policies and procedures, which outlines the roadmap to assist managers and employees on establishing measures regarding accommodations, attendance support, medical leaves of absence, and return to work through job aids. The MAWP's framework addresses the related requirements under the Employment Standard.

Establishing a framework at SASC that provides assistance and support to both employees and managers when employees are unable to perform their full scope of responsibilities as a result of health (illness /injury) issues is the core basis of Managing Abilities in the Workplace. While each line of business, as does each employee, brings a unique set of circumstances, the company strives for a consistent approach in providing individuals with the opportunity to remain active contributors to the workforce. SASC recognizes there may be occasions where illness and/or injury may prevent that and

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feel these protocols will address the many needs of each of the employees, the managers, as well as the company across the board.

### **Performance Management, Career Development & Redeployment**

SASC is committed to ensuring the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and redeployment.

The following company policies have been updated to reflect this commitment:

- Development Review policy
- Workforce Reduction policy

### **COMPLIANCE**

#### **Accessibility Reports**

The first Accessibility Report under IASR was completed and submitted to the Ministry of Economic Development, Employment and Infrastructure, covering the period January 1, 2013 to December 31, 2014. This was completed in December 2014.

Additional reporting will be completed as required by legislation.

### **FEEDBACK WELCOME**

We welcome inquiries and feedback about accessibility and SASC's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA), Customer Service Standard and the Integrated Accessibility Standards Regulation. You can reach us via:

- ✓ In person, at the Reception area (where the site has one).
- ✓ By telephone (519) 434-3221 Ext. 3231 or Relay Service 1-800-855-0511.
- ✓ By email at [CALON-accessibility@sykes.com](mailto:CALON-accessibility@sykes.com)
- ✓ By mail address to the attention of Human Resources  
(248 Pall Mall Street, London, ON N6A 4T4)
- ✓ By any other means that takes into account a person's disability, as requested.

Please see also the Information and Communication Standard on page 4 of this document.

*Alternate formats of this document are available free upon request.*