



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT ASG 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. The Integrated Accessibility Standard Regulation (IASR) – includes the Information & Communications, Employment, Transportation, and the Design of Public Spaces Standards (O. Reg. 191/11).

Under the IASR, Assistance Services Group (the company) is required to establish, implement, maintain and document a Multi-year Accessibility Plan.

STATEMENT OF COMMITMENT TO ACCESSIBILITY

The company 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).

The company is committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility. To facilitate this commitment, the company has established, documented and will continue to maintain a multi-year accessibility plan that will be updated at least every five years to identify barriers and the progress made on removing them. HR is responsible for maintaining the AODA policy and related documents and communicate changes to staff.

PAST ACHIEVEMENT TO REMOVE AND PREVENT BARRIERS

The company has completed the following accessibility initiatives and is in compliance with IASR requirements:

Customer Service

The company achieved compliance with the Customer Service Standard Regulation by the deadline of January 1, 2012. Compliance included 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
- Provision of services for hearing and cognitive impaired callers

General Requirements

In 2013, the company 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 company's compliance and readiness with the IASR
- Assist with the development of a Multi-year Accessibility Plan as required by the Act
- 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

Information and Communications

- Accessible Feedback: Human Resources provides a semi-annual report/summary to the Manager, Human Resources on queries/complaints to ensure a resolution was implemented according to the action plan established to address all complaints received. Since January 2015, employees, customers and clients can provide feedback regarding the way the company provides services to persons with disabilities by using any of the following methods:
 - By telephone (519) 434-3221 Ext. 75231 or Relay Service 1-800-855-0511.
 - By email at 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.
- Accessible Formats and Communication Support: Since January 2016, all employee forms are provided upon request in an accessible format, taking into consideration a person's disability.
 - The Client Relations Department meets customer accessibility requirements as customers identify needs. Options include large print, audio materials and Braille if necessary. This is applicable to membership materials that the company fulfills.
 - In August 2015, an Accessible Document Guideline was 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.
 - In April 2020, the Roadside Division launched a new Customer Relations Management (CRM) tool that allows enhanced emailing and text capabilities with customers; therefore, the company is now better equipped to communicate with customers who are deaf or hard of hearing. Also, the CRM tools in both, Roadside and Telehealth divisions, include the requirement of WCAG 2.0 Level AA standards in the builds.
- Accessible Websites and Web Contents
 - By January 2014, the company website was redeveloped ensuring compliance with WCAG (World Wide Web Consortium Content Accessibility Guidelines) 2.0 level A and adequate accessibility features.
 - The company's Shared Services department developed a plan to remediate each of the company's web properties to meet WCAG 2.0 Level AA. 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.

Employment

- Recruiting: The company is committed to ensuring that our recruitment and assessment processes are fair and accessible. In January 2016, the following steps were taken to



ensure compliance with this standard:

- The Accommodating Disability policy was 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: Since January 2012, the company 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:
 - 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.
 - 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: Since July 2013, the company has 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.
 - Performance Management, Career Development and Redeployment: the company is committed to ensuring the accessibility needs of employees with disabilities are considered with regard to performance management, career development and redeployment. The Development Review and Workforce Reduction Policies have been updated in January 2016 to reflect this commitment.

Self-Service Kiosks

In January 2015, the company's Reception area (located in London, ON), was equipped with a Self-Service Kiosk with the following accessibility features:

- Touch screen height is accessible for persons with mobility aids (ie, wheelchairs)
- High contrast colours for those with vision difficulties
- The System sends emails and text messages to internal staff for the mute



Training

Since January 2012, the company 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.

The training guide is available on the HR Sharepoint site as well as an internal e-learning platform which is also used to deliver the training.

ONGOING ACTIONS

- In 2021, the Roadside division started began work on launching a Supplier Network mobile app solution to make the interaction between dispatchers and drivers more accessible.
- The Shared Services department is currently working on identifying websites that are not in compliance with WCAG 2.0 Level AA and will be updating them in accordance with the IT Accessibility Strategy document.

COMPLIANCE

The company will file the Accessibility Report every third year as required by legislation. Accessibility Reports have been filed in 2014, 2017 and 2020, respectively.

FEEDBACK WELCOME

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

- By telephone (519) 434-3221 Ext. 75231 or Relay Service 1-800-855-0511.
- By email at 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 considers a person's disability, as requested.

Alternate formats of this document are available at no charge upon request.