Integrated Accessibility Standards Regulation (IASR) Plan

This 2014–2021 accessibility plan outlines policies, practices and procedures that Design Group Staffing Inc. hereinafter referred to as Agilus operating in the province of Ontario will put in place in order to provide a respectful, accessible and inclusive environment for people with disabilities.

Agilus 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.

IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Create Accessibility Policies and make it publicly available	Jan. 1, 2014	• Policies to be drafted by HR and EC to approve • Internal Staff Policy will be available on Agilus intranet • Assignment Employee Policy will be available on the Agilus website.	HR, Marketing, for creation; EC for approval HR and Marketing, for access and distribution	

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IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Create Multi-year Accessibility Plan and make it publicly available	Jan. 1, 2014	• Plan to be drafted by HR and EC to approve • Input sought from AODA experts, people with disabilities and internal staff • Plan will be available on Agilus internet and/or intranet	Sherri Strong, Colleen Manderville, Pat Sykes for creation EC for approval Marketing and HR for access and distribution	
Regularly assess our practices and processes to determine if there are any additional barriers to accessibility in our organization	*No legislated date Agilus selected date of Dec 1, 2014	• Assign an Accessibility Plan Champion to: • Act upon identified barriers in a timely manner • Document additional barriers and identified actions on this Accessibility Plan	Accessibility Plan Champion as approved by EC	
Make all new websites and content on those sites conform to WCAG 2.0, Level A	Jan. 1, 2014	• IT and Marketing to evaluate: – Vertical web sites – Agilus intranet – Practices of selected service providers/partners are compliant	IT, Marketing	Conformity confirmed by Blake Barge Jan 2014.

IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Provide training to internal staff and volunteers on the IASR and Human Rights Code as it pertains to persons with disabilities Document training received	Jan. 1, 2015	• Training material content and delivery options researched and selected • Material prepared as necessary • Training delivered • Training confirmed * Note: must consider staff at time of implementation and ongoing process for new hires	Sherri Strong for delivery and HR for confirmation	
Provide training to assignment employees on the IASR and Human Rights Code as it pertains to persons with disabilities	Jan. 1, 2015	• Training material content and delivery options researched and selected • Material prepared as necessary • Training added to applicant registration process • Add signature component to application forms to confirm training completed * Note: must consider how to deliver training to assignment on a current assignment at time of implementation	Sherri Strong, Kathy Saunders, Accessibility Plan Champion to introduce to branches. Branches are responsible for delivery.	

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IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Make existing feedback communication processes accessible, upon request	Jan. 1, 2015	• The person with a disability wanting to communicate with us (for example, provide feedback) will be asked for preferred method of communication and Agilus will deliver (as possible) or offer an alternative delivery method	Branch Managers ensure communication to staff. All staff responsible for delivering accessible customer service including acceptance of feedback	In compliance since Accessible Customer Service Policy and Training January 2012.
Make public information accessible, upon request (Indicate alternate formats available upon request in written communications)	Jan. 1, 2015	• The person with a disability requesting information will be asked for preferred method of communication and Agilus will deliver as requested or offer an alternative delivery method	Branch/ Shared Services Managers, Branch Administrators, Marketing, Field Operations	In compliance since Accessible Customer Service Policy and Training January 2012. Written notification of alternate formats January 2015.
Notify public, internal and assignment employees and potential candidates with disabilities that accommodations can be made in recruitment, assessment and selection processes	Jan. 1, 2016	• Communicate this via vertical websites and individual job postings	Sherri Strong, Branch Managers, Marketing to modify auto populate postings template	

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IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Notify new internal hires and current employees of our policies for accommodating employees with disabilities	Jan. 1, 2016	• Communicate this via Accessibility Policy and IASR training material • Policy training to be acknowledged through Policy Magic • Update letter of offer to include statement of Agilus' commitment to accessibility	Sherri Strong, HR, Branch/Shared Services Managers	Jan. 1, 2015
Notify assignment employees of our policies for accommodating person with disabilities	Jan. 1, 2016	• Communicate via Accessibility Policy and IASR training at point of registration • Communicate via Accessibility Policy on vertical websites	Sherri Strong, Kathy Saunders, Marketing	Jan. 1, 2015
Put in place a written process to develop individual accommodation plans for internal employees with a disability	Jan. 1, 2016	• Process defined • Process introduced at branch level • Process ownership defined	HR, Quality/Health & Safety, Branch/ Shared Services Managers	
Put in place a written process to develop individual accommodation plans for assignment employees with a disability	Jan. 1, 2016	• Process defined • Process introduced at branch level • Process ownership defined • Collaborate with client as required	Colleen Manderville, Pat Sykes, Branch Managers	

IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Put in place a return to work process for internal employees that have been absent due to a disability	Jan. 1, 2016	• Process defined • Process introduced at branch level – Process ownership defined	HR, Quality/Health & Safety, Branch/ Shared Services Managers/	
Put in place a return to work process for assignment employees that have been absent due to a disability	Jan. 1, 2016	• Process defined • Process introduced at branch level • Process ownership defined • Collaborate with client as required	Colleen Manderville, Pat Sykes, Branch Managers	
Take into account the accessibility needs of internal employees with disabilities when using performance management, offering career development or advancement and employee redeployment	Jan. 1, 2016	• Process defined • Process introduced at branch level – Process ownership defined	HR, Branch Managers, Shared Services Managers, EC	
Make all websites and content conform with WCAG 2.0, Level AA	Jan. 1, 2021	• IT and Marketing to evaluate: – Vertical web sites – Agilus intranet – Practices of selected service providers/ partners are compliant	IT, Marketing	

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IASR Requirement	Legislated Date	Strategy & Steps	Staff Responsible	Status/Comments
Identify any service counters, waiting rooms, interview and testing rooms in that do not meet accessibility standards and make modifications as reasonable	Jan. 1, 2017	• Identify required steps for IASR compliance • Where possible, incorporate requirements into development contracts with property managers and construction/design managers	Accessibility Plan Champion, Branch Managers	
Identify any Agilus owned public spaces in Ontario	Jan. 1, 2017	Not applicable	Accessibility Plan Champion, EC	