



Integrated Accessibility Standards Regulation Policy - Contractors

Design Group Staffing Inc. (Agilus) is committed to ensuring compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Integrated Accessibility Standards Regulation (Regulation 191/11) (IASR) under the AODA provides standards to increase accessibility for persons with disabilities. The standards under this regulation that apply to Agilus are Training, Information and Communication, Employment and Design of Public Spaces. Adherence to the Ontario Human Rights Code is further supported by this policy. The Accessible Customer Service Policy (2012) is further supported by this IASR Policy.

Agilus is committed to providing a respectful, accessible and inclusive environment for people with disabilities in a timely manner so that persons with disabilities will have the same opportunity to access and benefit from our services. Agilus will take into account the person's disability and respect the individual's dignity and independence in order to achieve integration and equal opportunity.

Accessibility Plan (effective January 1, 2014)

Agilus has developed a multi-year Accessibility Plan in accordance with the IASR. The Accessibility Plan documents Agilus' strategy and timelines to meet all applicable standards of the IASR. The Accessibility Plan will be reviewed and updated at least once every five years. The Accessibility Plan is available on the Agilus intranet and upon request can be provided to external audiences. It can be provided in an accessible format upon request.

Training Standard (effective January 1, 2015)

Training will be provided to:

- All internal Agilus employees working in the province of Ontario
- All Agilus employees based outside of Ontario who have direct reports in Ontario
- All assignment employees working in the province of Ontario

Training will include the following:

- Agilus' IASR Policy for Assignment Employees/Contractors
- The Ontario Human Rights Code as it relates to people with disabilities
- The Information and Communication Standard

- The Employment Standard
- Obtaining Services component of the Design of Public Spaces Standard
- Training will also be provided if Agilus' IASR Policy changes.

Training on the Transportation Standard and the Design of Public Spaces Standard (excluding the Obtaining Services Element) is the responsibility of the customer where an assignment employee is placed that is affected by these standards. Agilus will consult with these customers to support their training process.

Delivery of training may include any one or more of the following formats:

- In-person delivery, webinar delivery, on-line material, printed training material, supplemental material and supports such as posters, video clips, guest speakers

Training will be completed:

- As soon as practicable and on an on-going basis for all internal employees
- Records will be kept on who has received training and when it was received

Information and Communication Standard

A. Feedback (effective January 1, 2015)

Feedback can be submitted via email or telephone, or in person, or completion of a feedback form found at each office. All feedback will be directed to Agilus' Privacy Officer.

All feedback will be addressed according to our organization's regular feedback management procedures.

B. Accessible Formats and Communication Supports (effective January 1, 2016)

Agilus will, upon request and consultation, endeavor to provide information and communications to people with disabilities using the appropriate accessible format or communication support whenever possible and in a timely manner.

C. Accessible Websites and Web Content (Level A effective January 2, 2014 / Level AA effective January 1, 2021)

Agilus will ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA

Employment Standard (Effective January 1, 2016)

Agilus' employment practices will include notification of the availability of accommodation for internal applicants and assignment employee/applicants with disabilities during the recruitment, assessment and selection process.

Agilus will provide supports for internal employees with disabilities and inform

employees of such supports.

Agilus' employment practices will include notification of the availability of accommodation for applicants and assignment employee with disabilities during the recruitment, assessment and selection process.

Agilus will encourage customers to provide supports for assignment employees/contractors with disabilities and inform employees of such supports.

Where assignment employee/contractor needs dictate, Agilus will encourage customers to:

- Provide individualized workplace emergency response information to employees who have a disability
- Develop and document individualized accommodation plans
- Develop and document return to work processes for employees who have been absent due to a disability and who require disability-related accommodations and support in order to return to work. These processes will be defined in consultation with the employee with the disability and refer to the individual's accommodation plan.
- Review return to work processes against any other applicable statutes such as the Workplace Safety Insurance Act, 1997.
- Take into account the accessibility needs of its internal employees with disabilities when conducting performance management reviews, providing career development and advancement and when redeploying employees

Furthermore, Agilus will encourage customers to communicate and consult with Agilus in an effort to support the assignment employee/contractor with disabilities.

Design of Public Spaces Standard (Effective January 1, 2017)

Agilus will ensure that at least one service counter and waiting areas in offices in Ontario are accessible to people with disabilities.