



- **ONTARIO ACCESSIBILITY POLICY MULTI YEAR PLAN**
- **COMPLIANCE REQUIREMENT FOR AODA'S INTEGRATED ACCESSIBILITY STANDARDS REGULATION.**

PREAMBLE (Accessibility Policy & Multi-year Accessibility Plan)

The following policy and plan have been established by Dorvict Resource & Consulting Centre Inc. (aka Dorvict Home and Health Care Services) and herein referred to as "Dorvict", to comply with the standards set forth in Regulation 191/11, "Integrated Accessibility Standards" (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Commitment to Persons with Disabilities

Dorvict is committed to treating people with disabilities in a way that respects their dignity and independence. We believe in integration, equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

ACCESSIBILITY COMMITTEE

Dorvict has established an internal Accessibility Committee which is composed of members from various departments of the company and is responsible for coordinating efforts to ensure that Dorvict is compliant with its obligations under the AODA. This Committee also works to inspire leadership through the services provided by Dorvict including: • helping with accessibility related issues both with internal employees & external customers & clients, vendors • supporting and promoting Dorvict's accessibility tools and guides • supporting or coordinating other initiatives, as shown throughout this document • developing Dorvict's accessibility standards and practices.

Status: Completed

ACCESSIBILITY PLAN

Dorvict has developed a Multi-Year Plan that describes how over time Dorvict will become a more accessible organization and sets forth the principles of how Dorvict will provide service to interact with persons with disabilities. The Plan will be posted on the company website,

reviewed, and updated periodically by the Accessibility Committee, at a minimum of once every five years and will be provided in an accessible format upon request.

Status: Completed

TRAINING

Dorvict will continue to provide training to Ontario employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of staff members, online and additional company in house training may be provided. Dorvict will take the steps to ensure employees are provided with the training needed, as soon as practicable, to meet Ontario's accessibility law. New employees will be trained as part of the New Hire On-boarding process. This will include Customer Service Standards (CSS) and the new IASR & Human Rights training.

Status: Ongoing

INFORMATION AND COMMUNICATION

Dorvict is committed to meeting the communication needs of persons with disabilities. Dorvict will, upon request, consult with people with disabilities to respond to each persons specific needs.

Status: Ongoing

ACCESSIBLE FORMAT AND COMMUNICATION FEEDBACK

Dorvict will, upon request, take steps for all publicly available information in Ontario to be made available in accessible formats for persons with disabilities, in a timely manner that considers the person's accessibility needs due to a disability. Dorvict will consult with the person making the request in determining the suitability of an accessible format or communication support.

Status: Ongoing

ACCESSIBLE WEBSITE AND WEB CONTENT

Dorvict will take the necessary steps to make any new websites and web content on those sites, that we directly or indirectly control through a contractual relationship, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

Status: Completed 2023

EMPLOYMENT

Dorvict is committed to fair and accessible employment practices and will take steps to notify applicants and employees that accommodations are available upon request, to people with disabilities during the recruitment, selection, and assessment process and for the duration of employment with Dorvict. Dorvict will implement and put in place a process for developing

individual accommodation plans and return-to-work policies for employees in Ontario that have been absent due to a disability. Steps will be taken by January 1, 2024 to ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development & redeployment processes.

- Upon request, employees with disabilities will have an individual accommodation plan developed by Human Resources in consultation with the employee. The plan will include consideration for performance management, career development and redeployment processes.

Status: Ongoing

DESIGN OF PUBLIC SPACE

Dorvict will meet the accessibility standards for the Design of Public Spaces when building or making major modifications to public space in Ontario by January 1, 2024. In the event of disruption to the accessible parts of public space, Dorvict will notify the public of the service disruption and alternatives available. Public Spaces include: • Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas; • Accessible off-street parking; • Service related elements such as service counters, fixed queuing lines and waiting areas.

Status: Ongoing

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