

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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**Intent**

This 2014 to 2021 accessibility plan outlines the policies and actions that Labor Tek Personnel will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [\*Integrated Accessibility Standards, Ontario Regulation 191/11\*](#).

**Statement of Commitment**

Labor Tek Personnel believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

**General Requirements**

***Training***

*Status: Complete/ongoing*

Labor Tek Personnel Services Ltd. provides training to all its employees on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of its employees. Labor Tek takes the following steps to ensure employees are provided with the training need to meet Ontario's accessible laws by January 1, 2015:

1. Deliver training to all HR employees that provides training on
  - The IASR requirements that apply to Labor Tek
  - And Ontario Human Rights Code as it relates to disabilities.
2. Labor Tek provides training to all its employees

## **Customer Service Standard**

*Status: Complete/ongoing*

Labor Tek Personnel Services Ltd. has developed policies to comply with Regulations 429-07 of the AODA-Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility for all persons with disabilities.

Labor Tek Personnel Services Ltd is committed to excellence in serving all its clients, candidates and employees with disabilities. As required by the Accessibility for Ontarians with Disabilities Act, 2005, Labor Tek Personnel Services Ltd has put into practice Accessible Customer Service Policy that is available on our website.

Labor Tek Personnel Services Ltd has achieved the following requirement of the Customer Service Standard of the AODA. Labor Tek Personnel Services Ltd takes into consideration a person's disability when communicating with them, allows assistive devices in our workplace, allows service animals and welcomes support persons. Labor Tek Personnel Services Ltd will notify clients, candidates, and employees when accessible services are not available. We invite our candidates, clients and employees to provide feedback on our service provided to persons with disabilities.

## **Employment Standard**

*Status: Complete/ongoing*

Labor Tek Personnel Services Ltd is committed to fair and accessible employment practices. Labor Tek Personnel Services Ltd will accommodate persons with disabilities during the recruitment process, the assessment process, and when hired. We will advise job applicants that we will accommodate persons with disabilities during the selection process. We will notify successful applicants of our policies for accommodating persons with disabilities.

## **Information for Employees**

*Status: Complete/ongoing*

Labor Tek Personnel Services Ltd has taken the following measures to ensure that employees know about our company's policies for supporting clients, candidates and employees with a disability.



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## **Processes to Accommodate Employees**

*Status: Ongoing*

Labor Tek Personnel Services Ltd takes the following steps to develop and put in place a process for developing individual accommodation plans for employees who have been absent due to a disability.

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
  - have been absent because of a disability, and
  - need some form of disability related accommodation to return to work.

Performance management, career development, and redeployment processes will be considered and reviewed to ensure Labor Tek takes into account the accessibility needs of all its employees with disabilities.

## **Recruitment**

*Status: Complete*

Labor Tek is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, Labor Tek will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

## **Accessible Emergency Information**

*Status: Ongoing*

Labor Tek Personnel Services Ltd is committed to providing the clients and customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Labor Tek Personnel Services Ltd is also committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

## **Information and Communication Standards**

Labor Tek Personnel Services Ltd has put into place an accessible feedback process to receive and respond to feedback from clients, candidates and employees who have a disability. Timely acknowledgement and response to feedback by Labor Tek Personnel Services Ltd can be provided in alternative forms upon request.

Labor Tek Personnel Services Ltd will provide evacuation information to clients, candidates and employees. If alternate form of communication is requested, we will work with the individual to provide information in an accessible format.

Labor Tek Personnel Services Ltd aims to meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws by January 1, 2021

## **Feedback**

*Status: Complete*

To comply with the AODA Customer Service Standard, Labor Tek has put into place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability.

Creates a feedback process to receive and respond to feedback from our employees

Make the feedback process accessible in multiple formats such as: telephone, email, mail and in person.

## **Continuing Assessment of Potential Accessibility Barriers**

Labor Tek Personnel Services Ltd will continue to assess the environment to prevent and remove any other accessibility barriers as identified by clients, candidates, and employees as requested.



### Contact Information

For more information, questions, or concerns regarding accessibility at Labor Tek Personnel Services or to request communication in an accessible format, please contact Human Resources.

Phone: 613-741-1128

Email: [humanresource@labortek.com](mailto:humanresource@labortek.com)