

# Multi-Year Accessibility Plan

## Statement of Commitment

Annis O'Sullivan Vollebekk Ltd. (AOV) is dedicated to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. AOV understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

AOV is committed to complying with both the Ontario Human Rights Code and AODA and providing excellence in serving all individuals including people with disabilities. AOV's accessible client service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

AOV is continuously fulfilling its requirements and remaining compliant under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps AOV is taking to meet these requirements and to improve opportunities for people with disabilities.

AOV's plan shows how we will play a role in making Ontario an accessible province for all Ontarians and the plan is reviewed and updated at least once every five (5) years.

## Our Multi-Year Plan

AOV will continue to implement and manage the following areas of accessibility.

1. Customer Service
2. Information and Communication
3. Employment

### Customer Service

- Provide AODA and Human Rights training and recording the training records for all new and current staff annually
- Review feedback providing customers a response within five (5) days
- Review and maintain policies related to AODA on an ongoing basis
- Meet requirements of the World Wide Web Accessibility Level 2.0 AA

### Information and Communication

- Identify, remove and prevent accessibility barriers
- Review and evaluate policy, procedures, and practices annually

- Evaluate and improve corporate website in accordance with Integrated Accessibility Standard Regulations
- Informing principals of ongoing AODA measures
- Keep and maintain training records

## **Employment**

- Training in Customer Service Accessibilities requirements
- Training on Emergency Response plans as necessary
- Confidential survey allowing employees to communicate any accommodations necessary on an ongoing basis
- Evacuation Accessible Plan
- Develop a recruitment strategy that takes accessibility into consideration
- Provide return to work accommodation plans as needed

### **For additional information, please contact:**

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