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| **POLICY:** | **AODA MULTI-YEAR ACCESSIBILITY PLAN** |
| Section: | General Policy |
| Effective Date: | December 2013 |
| Most Recent Revision: | October 16 2022 |

**Vision and Mission:**

KOVATERA vision is simple: **A fair marketplace**

We will take pride in the results of our commitment to a fair marketplace, achieved through innovation, enforcement, and excellence in service

**Accessibility for Ontarians with Disabilities Act (AODA):**

KOVATERA INC. is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act (AODA), and its goal of making Ontario accessible to people with disabilities and remove all barriers by 2025.

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that KOVATERA INC. has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2020-2025) to align with our strategic plan.

**Statement of Commitment:**

KOVATERA INC. is committed to treating all people in a way that respects their dignity and independence, believing in inclusion and equal opportunity. KOVATERA INC. is committed to meeting all needs in a timely manner and to identifying, removing, and preventing barriers that reduce the ability of individuals with disabilities to full access, increasing awareness of accessibility initiatives and promoting legislative compliance.

KOVATERA INC. is committed to develop, implement and maintain policies that govern how the organization achieves or will achieve accessibility through the Accessibility for Ontarians with Disabilities Act (AODA)’s Customer Service Standard, Integrated Accessibility Standard Regulation (IASR), and all other standard as they are developed and are in accordance with requirements of the Ontario Human Rights Code.

To facilitate this commitment, KOVATERA has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the organization’s website and employee Bulletin Board.

**Identification of Barriers:**

KOVATERA INC. seeks ongoing input from employees, the public and other stakeholders via email at: [**sales@kovatera.com**](mailto:sales@kovatera.com) The data collected from these sources is analyzed and considered in the review of KOVATERA INC. AODA Multi-Year Accessibility Plan and updated as required.

**Review of AODA Multi-Year Accessibility Plan:**

KOVATERA INC. AODA Multi-Year Accessibility Plan will be reviewed annually and updated as required based on new information, with updates occurring no less than every 5 years. The current plan covers a 5-year period, to align with our strategic plan.

**Standards of Accessibility under AODA:**

1. **General Requirements**
   1. Accessible Emergency Information
   2. Accessibility policies and plans KOVATERA INC. has developed, implemented, and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.
   3. The Integrated Accessibility Standard Regulation (IASR) is incorporated into KOVATERA INC. Policies and Procedures.
   4. Policy Review takes place within the organization annually

**Training:**

KOVATERA INC. provides training to all employees on Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities and are provided with such training as soon as practicable. Training is provided in a way that best suits the duties and needs of employees and every person who deal with the public on behalf of KOVATERA INC.

2.**Customer Service Standard:**

KOVATERA INC. is committed to excellence in serving customers, including persons with disabilities and will carry out its functions in a manner which delivers an accessible customer service experience.

KOVATERA INC. always strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities an equal opportunity as others to obtain, use and benefit from the goods or services.

**The following measures have been implemented by KOVATERA INC.**

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| **AODA Requirement & Compliance Deadline** | **Action/Initiative** | **Target Date/Status** | **Actions** |
| Oct. 16/2020 | QD233 Customer Service (AODA) Policy (Rev.02) | Nov.04/2020 | Completed |
|  |  |  |  |
| Nov.4/2020 | QD234 AODA Customer Service Feedback Form | Nov.04/2020 | Completed |
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| Nov.4/2020 | QD235 AODA Customer Service Quiz | Nov.04/2020 | Completed |
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| Nov.4/2020 | QD236 AODA Notice of Service Disruption Form | Nov.04/2020 | Completed |
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| Oct. 16/2020 | QD298 AODA ACCESSIBILITY FOR ONTARIANS WITH DISIBILITY ACT POLICY & PROCEDURES | Nov.04/2020 | Completed note: Send to SLT =senior leadership team to implement with staff and all employees, once completed add this information to training matrix for your respective Departments |
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| October 16/2020 | QD299 AODA ACCESSIBILITY FOR ONTARIANS WITH DISIBILITY ACT note: Sandy can you include the AODA training as part of new employee indoctrination. | Nov.04/2020 | Completed-Train all staff in customer service guidelines and provide on-going training for new employees. Introduce the Accessibility for Ontarians to the Senior Leadership Team and to employees during the safety share meeting on Wednesday. Ref # QD-299 |
|  |  |  |  |
| October 16/2020 | QD300 AODA MULTI YEAR ACCESSIBILITY PLAN | Nov.04/2020 | completed |
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**3.Information and Communications Standard**

KOVATERA INC. is committed to meeting the communication needs of people with disabilities. KOVATERA will incorporate new accessibility requirements under the information and communication standard to ensure that systems and platforms are accessible and are provided in accessible formats that meet the needs of people with disabilities.

**KOVATERA INC. has undertaken the following measures to ensure compliance with this standard:**

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| **Item** | **Action/Initiative** | **Target Date/Status** |
| AODA Requirement & Compliance Deadline | Complete the compliance document and return to: AODA Assistance (MSAA) <aoda.assistance@ontario.ca> | Completed - November 6/2020 |
| All Supervisor /Managers /HR resources must be familiar with the related documents Quality documents and Accessibility for Ontarians with Disabilities Act. | QD-233-AODA Customer Service -General Policy QD-234-AODA Customer Feedback Form QD-235-AODA Customer Service Standard Quiz QD-236- AODA Notification of Service Disruption QD-298- AODA POLICY & PROCEDURES QD-299 -AODA Accessibility for Ontarians with Disabilities Act, 2005  QD-300 -AODA Multi-year accessibility plans  QD-301-AODA Customer Service Standard Quiz answers | Completed -Nov. 6/2020 All the documents can be found in the following directory: Public(N)/QD Forms Library (originals)/ 01 Office Administration/General Administration |
| HR Administration: Upon hiring a new employee that we review our AODA policy and procedure and have new employee sign off QD-233/QD298 | a) Have all employees complete the (QD235) Customer Service Quiz and Supervisor/Manager will review and sign off with employee. b) Supervisor to use (QD301) Quality Document for Answers  c) Scan document (QD235) and keep in the training files for future reference. d) Recommendation: Tim/Sandy to implement into the new Indoctrination package for new employees | Completed/Nov. 28/2020 |
| All existing employees should complete the Norcat on-line module administered through the Hr/Department. | AODA training to your Department Training Matrix administered on-line through Norcat. | WIP |
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**3.Employment Standard**

KOVATERA INC. is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

We have taken the following steps to notify the public and employees that, when requested, KOVATERA INC. will accommodate people with disabilities throughout the recruitment process:

**Recruitment**

KOVATERA INC. has taken the following steps to ensure compliance with this standard:

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| **Item** | **Action/Initiative** | **Target Date/Status** |
| AODA Requirement & Compliance Deadline | Review and modify recruitment policies, procedures, and processes, as needed | January 10/2023 |
| Accessibility in Human Resources (HR) Practices – Recruitment Process, January 2023 -2026 | Specify that accommodation is available for applicants with disabilities, on KOVATERA’s website and job postings | January 10/2023 |
| Accessibility in Human Resources (HR) Practices – Recruitment Process, January 2023 -2027 | Identify accommodation needs at the time of or following offer of employment and suitable arrangements are made | January 10/2024 |
| Accessibility in Human Resources (HR) Practices – Recruitment Process, January 2023 -2028 | Provide updated information on accommodation policies to employees when changes occur | January 10/2025 |
| Accessibility in Human Resources (HR) Practices – Recruitment Process, January 2023 -2029 | Consult with employees to determine suitability of format or support | January 10/2025 |

**4.Documented Individual Accommodation Plans**

KOVATERA is committed to producing and providing individual accommodation:

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| |  |  |  | | --- | --- | --- | | **Item** | **Action/Initiative** | **Target Date/Status** | | 4. AODA Requirement & Compliance Deadline | Participation of the employee requiring the accommodation plan | January 10/2023 | |  | Ability to request outside medical evaluation to determine if accommodation can be achieved and how | January 10/2023 | |  | High level confidentiality | January 10/2024 | |  | Periodic review and updates | January 10/2024 | |  | The means of providing accommodation plans in a format that considers the need(s) of the employee | January 10/2025 | |  | If required, include individualized emergency response information | January 10/2025 | |  |  |
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**Return to Work**

KOVATERA INC. is committed to developing and putting in place return to work procedures for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. This process includes steps

KOVATERA INC. takes to facilitate the return to work procedure and uses documented accommodation plans.

**5.Performance Management, Career Development and Redevelopment**

KOVATERA INC. is committed to ensuring the accessibility needs of employees with disabilities are considered with regards to performance management, career development and redeployment processes:

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| **Item** | **Action/Initiative** | **Target Date/Status** |
| 5. Performance Management/ Process, January 2024 | Accessibility needs of employees with disabilities, as well as accommodation plans are considered when using performance management processes | January 10/2024 |
| Performance Management Process, January 2024 | Accessibility needs of employees with disabilities regarding development and advancement opportunities | January 10/2024 |
| Career Development, Advancement and Redeployment Process, January 2025 | Accessibility needs of employees with disabilities, as well as accommodation plans are considered when redeploying employees with disabilities | January 10/2025 |

**Design of Public Spaces**

KOVATERA INC. is committed to designing public spaces that are free from barriers and accessible to all persons we serve while undertaking new construction or planned major modifications

In accordance with the AODA Design of Public Spaces Standard, KOVATERA INC. will take appropriate measure to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, notification to the public regarding the service disruption and alternatives available will be made.

**Communication of Multi-Year Accessibility Plan**

KOVATERA INC.s AODA Multi-Year Accessibility Plan will be posted on the organization’s website and staff Bulletin Board. Alternative formats will be made available upon request. If you have any questions regarding the plan, please contact us:

**Feedback may be provided by:**

Email: [sales@kovatera.com](mailto:sales@kovatera.com)

Mail: KOVATERA INC.

240 Fielding ROAD

Lively, Ontario

P3Y 1L6

Attention: Senior Leadership Team

Phone: 1-705 523-1621

Fax: 1 705 523-0885