

## Accessibility for Ontarians with Disabilities Act (AODA)

BESTECH is dedicated to removing barriers to accessibility and treating all people in a way that allows them to maintain their dignity and independence.

### AODA Customer Service Policy

BESTECH is committed to providing its products and services in a way that respects the dignity and independence of people with disabilities. This policy establishes the accessibility standards for customer service and outlines employee responsibility in meeting this standard. Please click on the following link to review the policy: [AODA Customer Service Policy](#)

### AODA Multi-Year Plan

#### Statement of Commitment

BESTECH is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the AODA) and the related Integrated Accessibility Standards Regulations.

As part of BESTECH's commitment to accessibility, we have developed a multi-year plan which outlines our strategy to remove and prevent barriers in a timely fashion.

BESTECH commits to reviewing and updating this plan at least every 5 years, and as required.

#### Part 1 - Customer Service Requirements

Description	Champion	Status	Compliance Date
Establish Customer Service policies and have them available for the public	HR	Complete	Jan 2014
Provide and retain records of AODA- Customer Service Training for all current staff	HR	Complete	Jan 2014
Post feedback mechanism in the office and on the website	HR	Complete	Jan 2014
Determine if there are employees with disabilities who require Workplace emergency response information	HR	Complete	Jan 2014
Post policies in the workplace	HR	Complete	Jan 2014

## Part 2 - Information and Communications Standard

Description	Champion	Status	Compliance Date
Determine what accessible formats and communication supports BESTECH will provide to persons with disabilities	HR	Ongoing	Jan 2016
Ensure these supports or formats can be provided in a timely manner	HR	Ongoing	Jan 2016
Ensure all employees are aware of the need to accommodate and train them accordingly	HR	Ongoing	Jan 2016
Post on our website the availability of accessible formats which could include: Large print; Braille; Audio format; Captioning; TTY	Marketing	Ongoing	Jan 2016
Ensure our websites and all web content conform with WCAG 2.0. Level AA	IT	Ongoing	Jan 2016

## Part 3 - Employment Standard

Description	Champion	Status	Compliance Date
In an effort to notify job applicants of the availability of accommodation for persons with disabilities, we will include a statement in job postings stating that commitment	HR	TBD	Jan 2016
Identify barriers for the recruitment process. i.e. interview room set up, timelines, questions, Profile XT delivery etc.	HR	Ongoing	Jan 2016
Include in the letter of offer a statement of our policies for accommodating employees with disabilities	HR	TBD	Jan 2016
Provide accommodations when required to any and all employees with disabilities and include in Accessibility policies	HR	Ongoing	Jan 2016
Ensure all employees are trained in the above policies	HR	Ongoing	Jan 2016
Ensure that any and all changes to the Accessibility policies are circulated amongst employees	HR	Ongoing	Jan 2016
When requested by an employee, BESTECH will provide accommodation, as related to a disability, which is required to do one's job	HR	Ongoing	Jan 2016
We will ensure that any and all communication (i.e. memos, newsletters) provided to employees are also available in a format to accommodate employees with disabilities	HR/Marketing	TBD	Jan 2016
We will develop a process for the development and documentation of individual accommodation plans	HR	TBD	Jan 2016
Develop and have in place a return to work process for any employee who is off work due to a disability and may require accommodation related to that disability	HR/HS	TBD	Jan 2016

Description	Champion	Status	Compliance Date
We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process in respect of employees with disabilities	HR	Ongoing	Jan 2016
We will take into account the accessibility needs of our employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to our employees with disabilities	HR	Ongoing	Jan 2016
We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	HR	Ongoing	Jan 2016

#### **Accessibility Report 2014**

To review our most recent Accessibility Report, please click on the following link: [Accessibility Report 2014](#)

#### **AODA Customer/Client Feedback Form**

If you have recently visited one of the BESTECH offices, we would like to hear from you regarding our efforts at removing barriers to accessibility and treating all people in a way that allows them to maintain their dignity and independence. Please take a moment to provide your feedback by clicking on the following link: [Accessibility for Ontarians with Disabilities Act \(AODA\) Customer Service Feedback Form](#)

Thank you for visiting BESTECH. We value all of our clients and strive to meet everyone's needs.