



QA Consultant's Multi-Year Accessibility Plan

As part of QA Consultants' commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the *Accessibilities for Ontarians with Disabilities Act* (AODA). This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Policies and training
- Customer service
- Information and communications
- Employment
- Feedback

QA Consultants will maintain these policies and ensure we continue to meet the needs of persons with disabilities in a timely manner.

QA Consultants will take into consideration persons with disabilities when providing information and communications by providing alternative formats and means of receiving information. QA Consultants will make reasonable efforts to remove and prevent all barriers to accessibility, which will allow persons with disabilities, both visible and invisible, to maintain their dignity and independence. This includes customers, employees, volunteers and the general public.

QA Consultants will create, implement, and maintain a multi-year accessibility plan outlining actions the organization will take to remove and prevent all barriers to accessibility and meet the requirements under the Integrated Accessibility Standards Regulation (IASR).

QA Consultants will review and update policies and standards regularly to ensure quality accessible service to our clients, employees and the general public.

Accessible Emergency Information

QA Consultants is committed to providing customers and clients with our emergency evacuation plan and it will be made available to the public in accessible format upon request. QA Consultants provides employees with disabilities with individualized emergency response information when necessary. This information is posted on QA Consultants' internal intranet.

Training

QA Consultants will provide training to all employees within Ontario. This training will be provided to staff through a mandatory e-learning course. Employees will be required to confirm successful completion of this course. Training will be tracked by the Human Resources department and all new employees will be required to participate upon hire. Training will be provided by January 1, 2015 and will include the following:

- An overview of the AODA
- QA Consultants' policy, procedures and guidelines pertaining to the provision of services to persons with disabilities
- How to interact and communicate with persons with various types of disabilities



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- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person
- What to do if a person with a disability is having difficulty accessing QA Consultants' Services

Customer Service

QA Consultants developed the Accessibility Standard for Customer Service Policy which is available on QA Consultants' internal intranet and external website. Please refer to QA Consultants' Accessibility Standard for Customer Service Policy.

We will continue to monitor and ensure compliance of this standard.

Information and Communication

QA Consultants is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities via their support person to determine their information and communication needs when necessary. Upon request, QA Consultants will provide information in alternative accessible formats for persons with disabilities.

If QA Consultants is unable to provide information and communication in alternative accessible formats, this will be communicated to the individual(s) along with an explanation.

To achieve compliance with the Web Content Accessibility Guidelines (WCAG 2.0), customers and employees will receive information in accessible formats providing them with equal and appropriate access to information they require. QA Consultants will work closely with our website developers to ensure that our website is compliant with the WCAG 2.0, Level AA by January 1, 2021.

QA Consultants will take the following steps to ensure we are compliant:

- Conduct an assessment of the internal and external websites to determine accessibility
- Commit to making both the internal and external websites fully accessible by January 1, 2021

Employment

QA Consultants is committed to providing equal employment opportunities for all, including persons with disabilities.

QA Consultants will ensure applicants are notified that accommodation is available upon request when they are selected to participate further in the selection process by posting accommodation information within the job postings, and contacting the applicants directly via telephone and/or email. When making offers of employment, QA Consultants will notify all successful applicants of policies, procedures and plans for accommodating persons with disabilities.

QA Consultants will work closely with employees that have been absent due to disability to develop return to-work policies and individual accommodation plans.

When using performance management, career development and redeployment processes, QA Consultants will commit to working with employees and the respective departments to determine accessibility needs in order to achieve the goals specified within these plans.

QA Consultants is committed to meeting the requirements of the Employment Standard under AODA by January 1, 2016.



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Feedback Process: QA Consultants welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Customers who wish to provide feedback on the way QA Consultants provides service to persons with disabilities can write to the Human Resources department by email aoda@qaconsultants.ca.

All feedback will be directed to the Human Resources Manager and customers can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Questions about this accessibility plan

If anyone has questions about this accessibility plan, please contact our Human Resources department by email aoda@qaconsultants.ca or 416-238-5301.