



ACCESSIBILITY POLICY and PLAN

Last Revision:
12/14/2017

(1)

Statement of Commitment

D&D Automation Inc. is committed to excellence while ensuring equal access and participation for people with disabilities. Our policies, practices and procedures show our vow to treating people with disabilities in a way that allows them to maintain their dignity and independence. Our commitment to accessibility is aligned with our commitment to excellence, and our culture of trust and integrity.

We believe in integration, and we are committed meeting the needs of people with disabilities in a timely manner. D&D Automation Inc is committed to the use of alternate measures to serve customers with a disability as well as taking steps to ensure that individual needs are considered when providing our service. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

D&D Automation is committed to, and will strive to ensure that, the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion.

Accessibility Plan

Assistive devices- Assistive devices such as wheelchairs, walkers, oxygen tanks etc. are welcome at D&D Automation. Our staff are aware of the various assistive devices and will be attentive in serving the needs of others and informing of accessible features in the immediate environment. D&D will keep the need for assistive devices in mind when designing and developing public spaces and employee work spaces.

Communication – Our primary intent is to communicate effectively with people with disabilities in ways that take into account their disability. Unit #3 of the Accessibility Standard for Customer Service: Training Resource entitled "How to Interact and Communicate with customers who have disabilities" has been reviewed and discussed by all of our employees and new employees going forward.

D&D will inform customers, employees and members of the public that information/materials/processes are available in an accessible format upon request. D&D will consult with individuals who request accommodations and will provide for appropriate accommodations in a timely manner throughout multiple processes including (but not limited to), general communication, the recruitment process, and day to day transactions.

D&D Automation is committed to ensuring that all newly developed and updated content on our website meets WCAG 2.0 Level A standards since January 1, 2014.

D&D Automation is in the process of re-developing our websites to be compliant with WCAG 2.0 AA by January 1, 2021 as laid out by the Integrated Accessibility Standards (IASR).

D&D Automation will provide employees with disabilities individualized workplace emergency response information in an accessible format when required.

Service Animals – D&D Automation Inc welcomes people with disabilities and their service animals.

Support Persons – We openly welcome Support Persons to our workplace.

Notice of Temporary Disruption – In the event that our accessibility features or services are out of service we will post a notice that will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services if available. This notice will be placed in the front reception area as well as on our website, and communicated directly to those who it may directly affect.

Employment- D&D Automation will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring upon request. This will be posted on all job postings and employment websites used by D&D.

We will notify staff that supports are available for those with disabilities. D&D will also work with employees to develop individual accommodation plans when required.

Where needed, we will provide customized emergency information to help an employee with a disability during an emergency in an accessible format. D&D will also work with the employee to develop an individualized emergency response plan that takes their accessibility needs into account.

Our performance management, career development, and redeployment processes will take into account the accessibility needs of all employees and we will work with employees to provide proper accommodations.

Training- D&D Automation Inc. will provide training as it aligns with the requirements of the IASR, to all employees and co-op students by January 1, 2015 as required, and to all new employees going forward. Employees will be provided with various information resources as needed.

Our Human Resources will be involved in maintaining and administering policies and procedures related to our Accessibility Plan, and will provide the required training to new employees during their orientation. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices, and procedures.

Training will include the following areas:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- D&D Automation Inc's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Be aware of the various types of assistive devices
- What to do if a person with a disability is having difficulty in accessing our facility/services

Accessing our Plan

Our Service Plan will be made available on our website and at front reception in the office. The plan will be made available in accessible formats upon request.

Procedure:

To request accommodation or assistance for any program, good or service, D&D Automation can be contacted by phone, in person, or by email with as much notice as possible to ensure that accommodations can be met as effectively as possible.

Feedback:-

D&D encourages feedback regarding how it provides services to persons with disabilities. Those who wish to provide feedback may do so in the following methods:

- **Email:**

mherold@ddauto.com

- **Mail/In Person:**

658 Erie St.
Stratford
ON
N5A 2P1

- **Phone:**

519-273-7282

- **Fax:**

519-273-7431

All feedback will be reviewed, and we will respond to the customer within a week of receiving the feedback, in an accessible manner if requested.

Last Revision:
12/14/2017