



## **Accessibility Policy and Multi-Year Accessibility Plan**

### **STATEMENT OF COMMITMENT**

Domain Logistics is committed to providing a respectful, welcoming, accessible and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of persons with disabilities and in a manner, that takes into account the person's disability. Domain Logistics will do so in a manner that embodies the principles of integration and equal opportunity and access.

Domain Logistics is committed to becoming a barrier free environment and meeting the requirements of all existing legislation, regulations, and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with the Company. The Company is also committed to ensuring that its duties and obligations under Ontario's legislation and regulations are observed in a timely fashion.

This Multi-Year Accessibility Plan outlines the steps Domain Logistics will take to further improve opportunities for people with disabilities and to comply with the remaining requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA" and also referred to as the "Act").

### **DEFINITIONS**

"accessible format" – includes, but is not limited to, large print, recorded audio and other electronic formats, braille, and other formats used by persons with disabilities.

"assistive device" – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of a person with a disability.

"barrier" – means anything that prevents a person with a disability from fully participating due to the nature of their disability. This includes:

- a physical barrier;
- an architectural barrier;
- an information or communications barrier;
- an attitudinal barrier;
- a technological barrier; or
- a Company policy or practice.



“Communications supports” – includes, but is not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“disability” - means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

### **Barrier Assessment**

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), and Domain Logistics’ goal of providing an inclusive workplace, this Multi-Year Accessibility Plan seeks to eliminate and prevent barriers to accessibility. Typical barriers experienced by individuals with disabilities include physical, communication and technology, attitudinal and systemic barriers.

### **Accessible Emergency Information**

Domain Logistics is committed to providing its customers with publicly available emergency information, in an accessible way, upon request. Domain Logistics will also provide disabled employees with individualized emergency response information when necessary.

### **Implementation Timeframe:**

Effective immediately and ongoing.

### **Training**

Domain Logistics will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the *Human Rights Code* (hereinafter “the Code”) as it relates



to people with disabilities. Training will be provided in a way that best suits the duties of Domain Logistics' employees and volunteers.

Domain Logistics will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- Domain Logistics will review current training materials to determine whether any existing training materials can be built upon and used for *AODA* training;
- Domain Logistics will provide Customer Service Training for all employees who deal with members of the public and/or any other third parties (as required by section 6 of the Customer Service Standard, O. Reg. 429/07);
- Domain Logistics training for all employees will explain: (1) the requirements of the Accessibility Standards referred to in the Integrated Standard, O. Reg 119/11; and (2) the requirements of the *Code* as it pertains to persons with disabilities (as required by section 7 of the Integrated Standard, O. Reg 119/11);
- Domain Logistics will provide accessibility training in the form of a training presentation;
- Domain Logistics will provide an accessibility training booklet for new Domain Logistics' employees;
- Domain Logistics will also determine a mechanism for managing and tracking the completion of training by Domain Logistics' Ontario employees.

**Implementation Timeframe:**

Effective immediately and ongoing.

**Kiosks**

Domain Logistics will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks:

- The Domain Logistics **Human Resources department** will be consulted and trained on considering the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.
- Domain Logistics IT department will be consulted to ensure that any existing and new self-service kiosks are altered to consider the needs of people with disabilities. This is to ensure effective communication methods are provided to people with disabilities at self-service kiosks.
- When procuring self-service kiosks, accessibility features will be incorporated into the procurement process.



- Employees will be trained to assist individuals with accessibility features on all self-service kiosks.

### **Information and Communications**

Domain Logistics is committed to meeting the communication needs of people with disabilities. We will consult with disabled customers to determine their specific information and communication needs.

Domain Logistics will take the following steps to make sure all publicly available information is made accessible upon request, immediately:

- Domain Logistics will provide customers with information in an accessible format, upon request; and,
- Domain Logistics will respond to such requests as soon as practicable.

If Domain Logistics develops a new website between **January 1, 2014 and January 1, 2021**, it will ensure that the new website or any new web content conforms with the compliance deadlines as required by the *Act*.

Domain Logistics will take the following steps to make any new website and new web content conform with WCAG 2.0, Level A:

- all new Domain Logistics websites will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level A;
- all new Domain Logistics web content will be assessed and evaluated for accessibility conformance;
- if conformance with WCAG 2.0 Level A is an issue, Domain Logistics will consult with its internal IT department/an external consultant regarding necessary changes to its new website and new web content so as to come into compliance;
- Domain Logistics will engage services of an external website consultant to implement improvements to its website and web content so as to meet the compliance standards, if its internal IT department is unable to do so;
- Domain Logistics will review any changes to ensure compliance;
- Our internet and intranet websites, technology solutions, communications materials, telephone communications and in-person interactions will be based on accessibility-best practices.



Domain Logistics will take the following steps to make any public website and web content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Domain Logistics public website will be assessed and evaluated for accessibility to ensure conformance with WCAG 2.0 Level AA;
- all Domain Logistics public web content will be assessed and evaluated for accessibility conformance;
- if not in conformance with WCAG 2.0 Level AA, Domain Logistics will consult with its internal IT department/an external consultant regarding necessary changes to bring to the website and web content into compliance;
- engage services of an external website consultant to make improvements of the website and web content, if its internal IT department is unable to make the necessary changes;
- implement necessary improvements to the website and content will be made and revised by Domain Logistics to ensure compliance.

**Implementation Timeframe:**

Effective immediately and ongoing.

**Feedback**

Domain Logistics has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

Advise customers that feedback can be given in person, by mail, by phone, or by e-mail to:

- Address: Domain Logistics – AODA: 55 Quarterman Road, Guelph, ON N1C 0A8
- E-mail: [AODA@domainlogistics.ca](mailto:AODA@domainlogistics.ca)
- Phone: (519) 827-2940

Ensure the public that supports are available to facilitate the submission of feedback; and, commit to responding to feedback within 14 days.

**Employment**

Domain Logistics is committed to fair and accessible employment practices.

Domain Logistics has implemented the following steps to notify the public and its employees that it will accommodate individuals with disabilities during the recruitment, assessment and hiring process by:



- including a statement in any job advertisements/internal and public postings that Domain Logistics will hire individuals with disabilities and will provide accommodations during the recruitment process;
- consulting with the individual and making adjustments that best suit their needs to the extent required by law, upon request;
- confirming in the interview, that Domain Logistics does not discriminate against and will hire individuals with disabilities;
- notifying successful applicants of Domain Logistics' policies for accommodating employees with disabilities in its offer letter;
- including in the Domain Logistics "New Hire Orientation" training program a section on accessibility and the *Human Rights Code*, as appropriate;
- advising current employees of the policies on accessibility and the *Human Rights Code*;
- advising employees when any changes are made to the above policies; and,
- reviewing existing policies and procedures and where necessary, augmenting processes for people with disabilities.

Domain Logistics has put into place a process for individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Domain Logistics will incorporate reasonable measures to respect and protect the confidentiality of both personal and medical information, unless disclosure is deemed necessary.

Domain Logistics will take the following steps into account when using performance management, career development and redeployment processes by:

- accommodating the accessibility needs of employees with disabilities when using performance management, career development and redeployment processes;
- notifying employees of the ability to provide accommodation on all internal job postings;
- reviewing existing policies and procedures (and if necessary, augmenting processes for people with disabilities).

Domain Logistics has committed to removing accessibility barriers by:

- providing training to its employees to remove attitudinal barriers;
- reviewing and modifying policies or procedures, on an annual basis, that may unfairly discriminate or prevent individuals with disabilities from full participation;



- ensuring the design of its premises allows for accessible access and where not possible, making alternative arrangements, suitable to serve persons with disabilities;
- training employees and making available alternative methods of communication and information available upon request; and
- ensuring new websites or updated websites conform to the legislative requirements of the Act.

**Implementation Timeframe:**

Immediately and ongoing.

**Design of Public Spaces**

Domain Logistics will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to its facilities in public spaces. Public spaces at Domain Logistics include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas.

**Implementation Timeframe:**

Effective immediately and ongoing.

**Service Disruptions**

In the event of a planned or unplanned disruption in the services used by persons with disabilities, Domain Logistics shall post notice of such disruption, including the reasons for the disruption, anticipated duration, and description of alternative services if available, on the front entrance door and affected location.

**Implementation Timeframe:**

Effective immediately and ongoing.

**Policy Review**

The Multi-Year Accessibility Plan is a tool for Domain Logistics to communicate its accessibility initiatives internally and to the public. Domain Logistics will review and update this Plan annually to reflect Domain Logistics' accomplishments in improving our services for those with disabilities and to maintain compliance with the IASR.

**Implementation Timeframe:**

Effective immediately and ongoing.



**For more information**

For more information on this accessibility plan, please contact Human Resources at:

- Telephone: 519-827-2940
- Email: [AODA@domainlogistics.ca](mailto:AODA@domainlogistics.ca)