



ESS Direct Inc. Accessibility – Multi Year Accessibility Plan

Customer Service Standard

Status: Complete/ongoing

ESS Direct Inc. has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer service.

ESS Direct Inc. is committed to excellence in serving all customers including persons with disabilities. We have put the customer service policies into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. The ESS Direct Customer Service Policy outlines our commitment to accessibility and status of achievements for each area of the Customer Service Standard.

Customer Service Achievements:

ESS Direct has achieved the following requirements of the Customer Service Standard of the AODA:

Status: Complete

ESS Direct has created and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks
- Allows service animals
- Welcomes support persons
- Lets customers know when accessible services aren't available
- Invites customers to provide feedback

Status: Complete

ESS Direct Inc. has trained staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

Status: Complete

ESS Direct Inc. has put the customer service plan in writing.

- The plan needs to be posted on the website.
- The plan is posted internally for the public to see.
- The plan is available in accessible formats, if requested

Status: Complete/ongoing

Employment Standard: Workplace Emergency Response Information

Accessible Emergency Information

ESS Direct Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Status: Complete/ongoing

ESS Direct Inc. has created a process for documenting accessibility issues for employees and for documenting individualized workplace emergency response information.

Status: Ongoing

ESS direct Inc. is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

ESS Direct Inc. will review the emergency response information when:

- the employee changes work locations;
- we review the employee's overall accommodation needs;
- we review our organization's emergency response policies.

General Requirements

Training

Status: Complete/Ongoing

ESS Direct Inc. provides training to employees, volunteers and other staff members on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

ESS Direct Inc. has stayed compliant by training all in house ESS Direct Inc. staff as per the guidelines outlined in for those companies with 1 to 49 employees. However, we have recently been made aware that Temporary Associates we have working for us at client companies will need to be trained in AODA, namely the customer service and Ontario Human Rights Code related to disabilities. This process will begin on March 1st, 2020.

1. Deliver training to all ESS Direct Inc employees & Temporary Associates that provides training on:

- Customer Service
- What you have to do under the *Ontario Human Rights Code* (related to disabilities)

2. ESS Direct Inc. Provides training to:

- all employees and volunteers, including paid and unpaid positions.
- anyone who is involved in developing your organization's policies, including managers, senior leaders, directors and owners, and
- anyone who provides goods, services or facilities on your behalf, such as facilities management and contact centres.

Information and Communications Standard

Feedback

Status: Complete/Ongoing

To comply with the AODA Customer Service Standard, ESS Direct has put into place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability. (Email/In Person/Phone)

ESS Direct Inc. will be making the feedback process available to the public through the website as of June 1st, 2020.

Status: Complete

ESS Direct Inc. has taken the following steps to ensure existing feedback processes are accessible to employees with disabilities upon request by January 1, 2015:

- Create a feedback process to receive and respond to feedback from our employees.
- Make the feedback process accessible in multiple formats, such as telephone, email, mail, and in-person.

Status: Ongoing/complete

ESS Direct Inc. is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

ESS Direct Inc. will be taking the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA by January 1, 2021:

Employment Standard

Recruitment

Status: Complete

ESS Direct Inc. is committed to fair and accessible employment practices. We have taken the following steps to notify the public and staff that, when requested, ESS Direct Inc. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

Information for Employees

Status: Complete

ESS direct Inc. has taken the following steps to ensure employees know about our organization's policies for supporting employees.

- Ensures our staff know about our organization's policies for supporting employees with disabilities.
- Informs our employees about these policies when:
 - Revisions or updates to the policies are required.
 - when we hire new employees;
 - when we change the policies.

Processes to Accommodate Employees

Status: Ongoing

ESS Direct Inc. will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. By January 1, 2016, we will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
 - have been absent because of a disability, and
 - need some form of disability-related accommodation to return to work.

Other: *Ongoing*

ESS Direct Inc. will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients as required and requested.