

Multi-Year Accessibility Plan

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Overview

Diros Technology Inc. mandate is to promote a workplace that is healthy and safe for all employees and members of the public. Our Accessibility for Ontarians with Disability Act 2005, (AODA) Multi-Year Accessibility Plan outlines the organization's vision that all employees and members of the public are provided a barrier-free environment that supports the dignity and wellbeing of everyone.

The requirements of the Accessibility for Ontarians with Disability Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) was enacted to develop, implement, and enforce the Accessibility standards to achieve accessibility for Ontarians with disabilities with respect to:

- Customer Service
- Employment
- Information and communication
- Transportation
- Architecture (interior and exterior)

The requirements as outlined by the AODA and IASR are not a replacement or a substitution for the requirements established under the Ontario Human Rights Code.

In accordance with the AODA and IASR, Diros Technology Inc. will establish, implement, maintain, and document a multi-year accessibility plan that outlines the strategy to identify, prevent and remove accessibility barriers for those with visible and invisible disabilities.

This will be reflected throughout the organization by:

- Providing people with disabilities access to our premises and the ability to reach their destination without encountering any barriers.
- Ensuring people with disabilities receive the services they required without encountering barriers.
- Providing a barrier-free working environment and accommodation program for employees that have disabilities.
- Incorporating accessibility into our policies and procedures

Diros Technology Inc. in accordance with the AODA and ISAR will:

- Post the multi-year accessibility plan on our website.
- Provide the plan in an accessible format upon request.
- Review and update the accessibility plan at least once every five (5) years.
- Review and update the accessibility plan in consultation with person with disabilities.
- Prepare an annual status report and post it on the website.

Statement of Organizational Commitment

Diros Technology Inc. are fully supportive of the AODA and its objectives of achieving accessibility for Ontarians with disabilities. We are committed to meeting the accessibility needs of people in a timely manner and identifying, removing, and preventing barriers that employees and members of the public may face when interactive with us.

Purpose

The purpose of the Multi-year Accessibility Plan is to outline the organization's strategy to identify, remove and prevent barriers for employees and members of the public may face when interacting with us. This plan will also address the strategy used to meet all the requirements as outlined in the AODA and IASR.

Definitions

Barriers: anything that prevents a person with a disability from being able to participate fully in all aspects of society because of the disability.

Disability: 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 coordination, blindness, or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on guide dogs or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder; and/or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Types of Barriers

Built Environment (Building and outdoor): Physical factor that makes accessibility difficult for individuals with disabilities e.g., narrow doorways and/or hallways, design of building's stairs and/or doorways, layout of rooms etc.

Environmental: Characteristics in the organization that impacts the comfort level of employees and members of the public. E.g., noise, scents, temperature etc.

Attitudes: False assumptions about disabilities and bias related to beliefs about workers with disabilities. E.g., people with disabilities are not able to work or do most every-day tasks,

Employment: barriers in recruiting process and retaining qualified personnel. E.g., employment practices, reputations of the organization, insufficient training and/or equipment etc.

Communication: Methods of communication that make it difficult to receive or convey information. E.g., small print sizes, low colour contrast between text and background and/or not facing a person when speaking etc.

Transportation: Limitations in a person's ability to physically access the organization. E.g. limited use of public transit.

Method for Identification of Barriers

Diros Technology Inc. has policies and procedures in place that respect the dignity and independence of those with disabilities. We support non-discriminatory employment practices that meet the legal and regulatory compliance requirements as well as our high standards of excellence from our internal and external stakeholders.

Our method for identifying barriers are as follows:

- Feedback process
- Employee input
- Health and safety reporting
- AODA legislation

Accessibility Compliance Plan

Part 1- AODA & IASR Requirements			
Requirement 1: Accessibility Policy			
Diros Technology is committed to maintaining the AODA policy and the IASR standards. The policy includes an organizational statement of commitment and outlines the requirements of employees at all levels to meet the accessibility requirements.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> Accessibility Policy (AP001) was developed and approved. Policy AP001 was reviewed and updated through an internal review process. Policy will be made available in an accessible format to members of the public requesting a copy of the policy 	February 7, 2024	Human Resources	Completed
Requirement 2: Multi-year Accessibility Plan			
Diros Technology Inc. is committed to designing a multi-year accessibility plan that meets the objectives set out in the AODA.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> Establish, implement, and maintain multi-year accessibility plan outlining the strategy to remove and prevent barriers for people with visible and invisible disabilities. Post updated multi-year accessibility plan on company website. Provide plan in accessible format when requested 	February 18, 2024	Human Resources	Completed, with process in place for on-going compliance including but not limited to: <ul style="list-style-type: none"> Providing annual status updates on completion of tasks related to the implementation of the accessibility plan and post on company website. Review accessibility plan every five (5) years based on changes and feedback
Requirement 3: Accessibility Reports			
Diros Technology Inc. will complete and submit government accessibility reports as required in accordance with the AODA, IASR and internal policies.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> Accessibility Report has been submitted for 2023 	March 1, 2024	Human Resources	Completed, with process in place for on-going compliance
Requirement 4: Notice of Temporary Disruptions			
Diros Technology Inc. will provide our customers, employees, and the public notification of disruption of services by posting a notice on the premises and the company website			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> Ensure notification include the reason for disruption, information on duration and alternatives 	February 23, 2024	Human Resources	Completed, with process in place for on-going compliance

Part 2: Customer Service Standards

Requirement 1: Accessible Customer Service

In circumstances where members of the public are required to access our facility, Diros Technology Inc. will strive to provide excellent customer service in all our interactions with the customers. Our customer services standards are designed to meet the requirements established in the AODA and IASR to identify barriers in accessibility both in person and in electronic form. Once identified, we will work to determine appropriate methods to accommodate the customer needs.

Actions	Due Date	Lead	Status
<ul style="list-style-type: none"> • Design process that reviews opportunities to improve services and processes to make it more efficient to do business with us. • Train all levels in the organization on appropriate ways with interacting with customers of differing abilities and maintain all training records. • Permit assistive devices, service animals and support persons (when required) on the premises where customers have access. • Customers will be provided notice when services are temporarily unavailable. • Develop emergency procedures to ensure customers are assisted when building emergencies arise. 	March 2024	Human Resources	In progress, with process in place for on-going compliance

Requirement 2: Feedback

Diros Technology Inc. will incorporate feedback on the delivery of services to those with disabilities. Feedback will be attained through phone calls, email and in person (if applicable). Feedback will be used to improve our services and to incorporate any changes to our policies and/or multi-year plan.

Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Implement a process for receiving feedback, including retrieving relevant information related to services provided 	February 23, 2024	Human Resources	Completed

Part 3: Employment

Requirement 1: Training

Diros Technology Inc. will provide training on AODA and IASR to all employees, volunteers, contractors and others who deal and procedures and maintain records of training

Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Training includes. <ul style="list-style-type: none"> ○ An overview of the AODA and IASR requirements ○ Overview of Ontario Human Rights Code as it relates to persons with disabilities. ○ Policies and procedures related to IASR 	March 2024	Human Resources	In progress, with process in place for on-going compliance

Requirement 2: Employment Recruitment Process

Diros Technology Inc. will notify applicants invited to participate in the interview process of the accommodation available on request to support participation. We will make every effort in consulting with the applicant to provide suitable accommodation that considers their needs due to a disability and will notify successful applicants of policies for accommodating those with disabilities.

Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Careers page will be included in the company website. • Careers page will encourage people with disabilities to apply for employment. • All job postings to the public will include notice about the availability of accommodations for disabilities to support participation in the recruitment process. • Contact information for making accommodation requests are made available and monitored regularly. • All postings include the statement that identifies Diros Technology Inc. as an equal opportunity employer and that accommodations are available at any time during the interview process. 	March 2024	Human Resources	In progress, with process in place for on-going compliance

Requirement 3: Individualized Accommodation Plans			
Diros Technology Inc. accommodation plan will consider the employee’s disability and will be developed in accordance with the requirements of the IASR. Employees requesting the accommodation may participate in the development of the plan.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Provide documentation to identify accommodation requirements. • Identify devices and/or other options to accommodate the individual’s unique disability 	March 2024	Human Resources	In progress, with process in place for on-going compliance
Requirement 4: Formats and Communication Support for Employees			
As part of the comprehensive accommodation program, Diros Technology Inc. will ensure assistive devices, office designs and learning platforms meet the requirements of IASR.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Use of assistive technology such as speech-text, various keyboards, specialty mice, ergonomically designed workstations • Any videos used in learning courses will have closed captioned abilities 	March 2024	Human Resources	In progress, with process in place for on-going compliance
Requirement 5: Return to Work Process			
Diros Technology Inc. has a comprehensive return to work policy and procedure that will consider the employee’s disability.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Implement return to work process that identifies the steps taken to return an employee back to work who was absent due to a disability. • Process to follow will be the Return-to-Work program 	March 2024	Human Resources	In progress, with process in place for on-going compliance

Requirement 6: Employment Workplace Emergency Response Information			
<p>Diros Technology Inc. will provide individual workplace emergency response information to employees that have a disability and require accommodation. This information will be provided to the employee as soon as possible and if required.</p>			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> Send out notification to all employees to identify those with disabilities that would require emergency response assistance. Provide individualize workplace emergency response for those that require accommodation and provide information, upon employee consent to designated person who will provide the assistance. Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization 	March 2024	Health and Safety	In progress, with process in place for on-going compliance

Part 4: Information & Communication

Requirement 1: Information & Communication			
<p>Diros Technology Inc. is committed making information and communication accessible to people with visible and invisible disabilities. We will incorporate the IASR requirements for communication and information standard and ensure that it is on platforms that are accessible and meet the needs of persons with disabilities.</p> <p>Diros Technology Inc. will consult with the person requesting the information and arrange for information to be provided in an accessible format at a cost that is no more than the regular cost charged to any other persons, and within a timely manner.</p> <p>In situations where accessible formats are not able to be provided, such as</p> <ul style="list-style-type: none"> Where it is not technically possible to convert a document into an accessible format The information comes from another organization. We do not control the information. The information is found on products or labels. <p>Diros Technology Inc. will provide an explanation for information and/or communications that are not convertible and provide the person requesting the information.</p> <ol style="list-style-type: none"> An explanation as to why the information and/or communication is not convertible. A summary of the unconvertable information and/or communication 			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> When requested, Diros Technology Inc. will provide accessible formats of communication and information to the public 	March 2024	Human Resources	Completed, with process in place for on-going compliance including but not limited to:

Requirement 2: Accessible Website and Website Contents			
Diros Technology Inc. will ensure that internet website and web content conform with the World Wide Web			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Third party vendor will ensure platform meets WCAG 2.0 Level AA • Accessibility policy and compliance reports will be posted • Multi-year plan will be posted on website 	March 2024	Human Resources	In progress, to be completed for March 30, 2024

Part 5: Architecture			
Requirement 1: Design of Interior and Exterior Spaces			
Diros Technology Inc. will incorporate AODA and ISAR standards related to the architecture of our facility both internally and externally			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • Accessibility requirements to building exterior including ramp installation, are currently under review. • Building requirements adhere to the Ontario building code and IASR. • Interior improvements will incorporate physically accessibility to offices 	March 2024	Site Manager & Health and Safety	Completed, with process in place for on-going compliance including but not limited to:

Part 6: Not Applicable AODA Standards			
Requirement 1: Transportation Standards			
Diros Technology Inc. does not provide transportation to the public or employees. However, if requested, we will provide access to transportation services for those with disabilities.			
Actions Taken/Planned	Due Date	Lead	Status
<ul style="list-style-type: none"> • N/A 	March 2024		Completed