



Multi Year Accessibility Plan

INTRODUCTION

Isaac Operations strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Isaac Operations is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan will be reviewed and updated at least once every 5 years. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

SECTION 1: Isaac Operations has completed the following accessibility initiatives.

Customer Service

Isaac Operations has created and put in place a customer service policy that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace
- Allows service animals
- Welcomes support persons
- Informs customers and employees when accessible services aren't available
- Invites customers and employees to provide feedback

Isaac Operations has trained staff on accessible customer service and has created an ongoing process to train new staff with regards to the customer service standard.

Information and Communications

A client feedback process has been established such that feedback can be provided by telephone, email, mail, and in-person, or other alternative formats as necessary. These processes are communicated to our clients upon engagement.

Employment

Isaac Operations has notified the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. All job postings and offers state that accommodations for job applicants with disabilities are available upon request.

- Accommodation for online assessment testing introduced in the fall of 2020

Isaac Operations has developed and put in place a process for developing individual accommodation plans and return-to-work policies for employees with disabilities, including working with employees and medical professionals if needed to ensure we are accommodating the needs of the individual.

Isaac Operations has developed policies such that the accessibility needs of employees with disabilities needs are taken into account if Isaac Operations is using performance management, career development and redeployment processes.

- Coaching, feedback, performance reviews, and documentation will be provided in an accessible format as needed by employee.

Training

Isaac Operations has implemented AODA accessibility training for all employees, in the form of online modules provided through the AODA.

Isaac Operations provides inclusion and diversity training for all leaders involved in recruitment, hiring, and performance management.

Section 2: STRATEGIES & ACTIONS

Below are the projects and programs Isaac Operations plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Isaac Operations is committed to providing accessible customer service and employment opportunities to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

Information and Communications

Isaac Operations is committed to making our information and communications accessible to people with disabilities.

Isaac Operations will take reasonable steps to ensure that all publicly available information is provided in an accessible way upon request. Isaac Operations will also consult with the person making the request to determine his or her information and communication needs.

Status: Ongoing - December 31, 2021

Isaac Operations will notify the public about the availability of accessible formats and supports by posting a notice on the website. Isaac Operations will make AODA policies and procedures available to the public upon request.

Status: Ongoing - December 31, 2021

Isaac Operations will ensure all new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. This will include a refresh of the website and branding to this standard in Fall 2021.

Status: Ongoing - December 31, 2021

Employment

Isaac Operations is committed to fair and accessible employment practices at the onset with our recruitment initiatives through to an employees on-boarding, training, coaching, and mentoring.

Training

Isaac Operations is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Isaac Operations will complete an annual review of accessibility policy and plan with all employees.

Status: Ongoing - March 31, 2022

More Information

For more information on this accessibility plan, please contact:
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Our accessibility plan is publicly posted at www.isaacteam.com

Standard and accessible formats of this document are free on request from: **contact**
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