**2023 PACE Technical Multi-Year Accessibility Plan (AODA)**

**Intent**

This accessibility plan outlines the strategy of PACE Technical to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

**Statement of Commitment**

PACE Technical is committed to providing an accessible environment for all clients, employees, job applicants, contractors, suppliers, and visitors who may enter our premises, access our information, or use our services. The Company’s goal is to create an environment that is inclusive to all members of the community, by identifying, removing and preventing barriers for persons with disabilities.

As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. PACE Technical’s policies and procedures will be reviewed and updated regularly, as we are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

**Feedback Process**

Comments and feedback about the delivery of services to persons with disabilities are welcome, as it may help identify areas that require change and assist in continuous improvement. Feedback will be addressed immediately, although some responses may require a more in-depth review.

To provide feedback or suggestions please contact us using any of the following methods:

Online by emailing Nadia Chamberlain at [nchamberlain@pacetechnical.com](mailto:nchamberlain@pacetechnical.com).

By Phone at 905-763-7896 ext. 218

In writing by mailing to 475 Cochrane Drive, Unit 4, Markham ON, L3R 9R5. ATTN: Nadia Chamberlain

**Multi-Year Accessibility Plan**

This plan is in effect from February 1, 2023

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| **ACTION** | **COMPLIANCE DATE** | **RESPONSIBILITY** | **STATUS** |
| GENERAL REQUIREMENTS | | | |
| **Establishment of Accessibility Policies**  **Action:** PACE Technicalhas developed all policies and procedures necessary to comply with the requirements set forth by AODA due January 1, 2014. | January 1, 2014 | Human Resources | Completed |
| **Accessibility Plans**  **Action**: Multi-year Accessibility Plan has been established and implemented, which outlines the organization’s strategy to prevent and remove barriers and meet requirements under this Regulation. Human Resources Department and Management to identify and address barriers in workplace on an ongoing basis. Human Resources will review the plan periodically and make changes as necessary.  PACE Technical’s Multi-Year Accessibility Plan has been posted to the Company website and will be provided in an accessible format upon request. | January 1, 2015 | Human Resources | Completed |
| **Training**  **Action:** Existing employees have received training that is provided on the requirements of the accessibility standards referred in this Regulation and on Human Rights Code as it pertains to employees, management, suppliers and employers. All new hires will be trained on Accessibility legislation, policy and protocols during the onboarding process. | January 1, 2015 & Ongoing | Human Resources | Ongoing |
| INFORMATION AND COMMUNICATIONS STANDARDS | | | |
| **Feedback Processes**  **Action**: PACE Technical will review all feedback processes across the Company and ensure all staff are aware of the need to accommodate upon request and how to handle said requests. This will be integrated into the scheduled training on Integrated Accessibility Standard. | January 1, 2015 & Ongoing | Human Resources | Ongoing |
| **Accessible Formats and Communication Supports – General**  **Action**: Pace Technical will determine what accessible formats and communication supports will be provided to persons with disabilities upon requests, to the extent practical and will provide for provision of accessible formats and communication supports for persons with disabilities. Alternative communication methods will be available at our reception areas and on our website. | January 1, 2016 & Ongoing | Human Resources & Marketing | Ongoing |
| **Emergency Procedures, Plans or Public Safety Information**  **Action**: PACE Technical will post emergency procedures, plans or safety information in an area where it is visible to the public and shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable. | January 1, 2012 | Human Resources & JHSC | Complete |
| **Accessible Website and Web Content**  **Action**: Moving forward, all content in the years to come will meet the Level AA standards. By May 31, 2023, using our web developer’s assistance, we will ensure that the website conforms to the WCAG 2.0 Level AA Standards, to the extent practicable other than criteria 1.2.3 (captions) and 1.2.5 (pre-recorded audio descriptions) that are not a requirement.  **Please note:** All WCAG 2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible. | Beginning May 31 2023 | Marketing | Ongoing |
| EMPLOYMENT STANDARDS | | | |
| **Recruitment – General**  **Action**: Pace Technical will indicate a statement in job advertisements and identify different options for where job advertisements may be posted to notify the public about the availability of accommodation for applicants with disabilities in its recruitment processes. | January 1, 2016 | Human Resources | Ongoing |
| **Recruitment, Assessment, Selection**  **Action**: PACE Technical will review and update existing recruitment policies, procedures, and processes to identify actual and/or potential barriers to persons with disabilities. PACE Technical will determine how to notify applicants – telephone or email, or alternative means that takes into account their need for accommodation. PACE Technical will identify barriers, in the recruitment process including location of interview room, format of tests (if applicable), room set up for interviewee, interviewing timelines, supports and paperwork. PACE Technical will develop interview guidelines that take into account accommodation for persons with disabilities. | January 1, 2016 & Ongoing | Human Resources | Ongoing |
| **Notice to Successful Applicants**:  **Action**: PACE Technical includes a statement in Employment Agreements confirming that the Company will support the accessibility needs of its employees. | January 1, 2016 | Human Resources | Ongoing |
| **Informing Employees of Supports**  **Action**: PACE Technical will inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. New employees will be provided with accessibility policies and training as part of onboarding process. PACE Technical will keep employees up to date on changes to policies/procedures relating to accommodation. | January 1, 2016 | Human Resources | Ongoing |
| **Accessible Formats and Communication Supports for Employees**  **Action**: PACE Technical will conduct an audit of regular communications. PACE Technical will make a list of what employees will require and ensure that their accessibility needs are met through an individualized accessibility plan. | January 1, 2016 | Human Resources | Ongoing |
| **Workplace Emergency Response Information**  **Action:** In the event that PACE Technical becomes aware of an employee’s disability, the Company will ensure that the employee is provided with information on emergency response protocols that will take into account their individualized requirements. We will review individualized workplace emergency response information every year, or as changes occur (i.e., legislations updates, job transfers, etc.). We will ensure the individualized emergency response information is updated and communicated to affected employees. | January 1, 2012 | Human Resources | Complete |
| **Documented Individual Accommodation Plans**  **Action**: PACE Technical will develop a written process for implementing accommodation plans for persons with disabilities which includes the below prescribed elements:   1. *The manner in which an employee requesting accommodation can participate in the development of an individual accommodation plan.* 2. *The means by which the employee is assessed on an individual basis.* 3. *The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to determine if and how accommodation can be achieved.* 4. *The manner in which the employee can request the participation of a representative from their bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.* 5. *The steps taken to protect the privacy of the employee’s personal information.* 6. *The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.* 7. *If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.* 8. *The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.*   PACE Technical will create a template to document individual accommodation plans when the need arises. | January 1, 2016 | Human Resources | Ongoing |
| **Return to Work Process**  **Action**: PACE Technical will develop a written process for implementing a return-to-work plan for persons with a disability. PACE Technical will create a template to document the return-to-work process. | January 1, 2016 | Human Resources | Ongoing |
| **Performance Management**  **Action**: PACE Technical will review the current Performance Management process. PACE Technical will evaluate different options for administering the performance management process to take into account the individual needs of persons with a disability and consider the different methods to provide feedback to employees – on paper, verbally, on-line, etc. If a person with a disability has an Individual Accommodation Plan (IAP), take into account how information needs to be communicated to these individuals. | January 1, 2016 | Human Resources | Ongoing |
| **Career Development and Advancement**  **Action**: PACE Technical will review current Succession Plan and Career Development processes to ensure that the accessibility needs of its employees with disabilities as well as any individual accommodation plans are taken in to account. | January 1, 2016 | Human Resources | Ongoing |

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| **Redeployment**  **Action**: PACE Technical will review current re-deployment processes to take into account the individual needs of persons with a disability as well as any IAP’s. | January 1, 2016 | Human Resources | Ongoing |
| DESIGN OF PUBLIC SPACE STANDARDS | | | |
| **Maintain the Accessible Parts of Our Public Spaces**  **Action**: Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR. | January 1, 2017 | Human Resources, Executive Team | Complete |
| **Make Parking Accessible**  **Action:** Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR. | January 1, 2017 | Human Resources,  Executive Team | Complete |
| **Make Exterior Paths of Travel Accessible**  **Action:** Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR. | January 1, 2017 | Human Resources,  Executive Team | Complete |

PACE Technical’s accessibility policies (The Customer Service Standard Policy & Integrated Accessibility Standards Regulation Policy) are available upon request. The policies and the multi-year accessibility plan are available in accessible format, upon request.

**FOR MORE INFORMATION, PLEASE CONTACT:**

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**Human Resources Manager**

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**In Writing**:

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