

TDS Personnel's Multi-Year Accessibility Plan

Accessible Customer Service Standard

Requirement	Commitment and Action Plan	Current status
Establish and document policies, practices and procedures for the provision of services to people with disabilities	<p>Post an Accessible Customer Service Policy on the TDS Corporate website.</p> <p>All Policies will be reviewed every 5 years or as issues are identified requiring a policy review.</p>	Complete
Establish a Customer Service training program for Ontario employees	<p>TDS Personnel will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees. TDS Personnel will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:</p> <ul style="list-style-type: none"> • All employees will be provided our Accessible Customer Service Policy upon hire • All employees will complete an on-line training course about AODA and accessibility • TDS will document and track all AODA training 	Complete & Ongoing
Establish a feedback process about the manner of providing services and facilities to persons with disabilities	<p>TDS has established and implemented the use of multiple customer feedback channels including:</p> <ul style="list-style-type: none"> • Link on our external website for customer feedback • Email at tds@tdspersonnel.com • Verbally in person or by Telephone 416-923-4397 • Written format customer service feedback form 	Complete
Establish procedures to notify the public regarding temporary disruptions to facilities	<p>A notification process is in place for temporary disruptions and will be posted using a method that is reasonable in the circumstances by the office building owner.</p>	Complete
Notice of Availability of Documents and Format of Documents	<p>TDS will provide documents in different formats as applicable based upon request.</p>	Complete

Integrated Accessibility Standards Regulation - General Requirements

Requirement	Commitment and Action Plan	Current status
Prepare a multi-year Accessibility Plan	<p>Prepare, implement, maintain and document a Multi-Year Accessibility Plan, which outlines TDS commitment to prevent and remove barriers for employees with disabilities and meet our requirements under the legislation.</p> <p>Post this plan on TDS's Corporate Website and upon request provide in an accessible format.</p>	Complete
Establish accessibility policies	<p>Develop, implement, and maintain policies governing how accessibility will be achieved including:</p> <ul style="list-style-type: none"> • A statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner • Ensure that accessibility policies are provided in an accessible format upon request. 	Complete
	Review and update accessibility plan every 5 years. Next review/update due 2021	Ongoing
Provide training on the requirements of the Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities and keep an official training record.	<p>TDS will utilize online modules to train all Ontario employees who provide services on TDS's behalf.</p> <p>A record of the training, the date it was provided, and to whom it was provided will be maintained.</p>	Complete/Ongoing

Integrated Accessibility Standards Regulation – Information and Communication standard

Requirement	Commitment and Action Plan	Current status
Accessible websites and web content	Ensure any new internet websites and the web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), level A.	Complete
Accessible websites and web content	Ensure website and the web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), level AA by 2021	Ongoing
Feedback	Notify recipients of existing feedback processes about the availability of accessible formats and communication supports upon request.	Complete
Accessible formats and communication supports	<p>Upon request, TDS will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and will take into account the person's accessibility needs due to disability.</p> <p>In addition, TDS will notify the public about the availability of accessible formats and communication supports.</p>	Complete
Emergency Procedure Plans or Public Safety Information	In accordance with TDS's Accessible Customer Service policy, all emergency procedures, plans and public safety information made available to the public will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Complete

Integrated Accessibility Standards Regulation - Employment Standard

Requirement	Commitment and Action Plan	Current status
Provide emergency response information to employees with disabilities	<p>Provide an individualized workplace emergency plan for disabled employees upon becoming aware of the need for accommodation, if the disability is such that an individualized plan is necessary.</p> <p>On an ongoing and regular basis, TDS will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are continuously addressed.</p>	Complete & Ongoing
Individual accommodation plans	Individual accommodation plans will include any information regarding accessible formats and communications supports to be provided, and if required, include individualized workplace emergency response information.	
Recruitment, Assessment and/or	Notify employees and the public about the availability of accommodation for applicants with disabilities in our	Complete

Selection process	<p>Recruitment processes. This will include:</p> <ul style="list-style-type: none"> • Notifying job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. • Consult with applicants requesting accommodation and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs due to disability. • The inclusion of accessibility and accommodation information within all formal offers of employment 	
Informing employees of supports	<p>Inform current employees, and new employees as soon as practicable, of our policies, or changes to our policies, used to support employees with disabilities including job accommodations. This will include:</p> <ul style="list-style-type: none"> • Providing updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. • Where an employee with a disability requests accommodation support, TDS will consult with the requesting employee in determining the suitability of an accessible format or communication support and provide or arrange for the determined accessible formats and communication supports with regard to information that is needed in order to perform the employees job. 	Complete
Return to work process	<p>Provide an individualized return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>If applicable, the return to work process will include documented individual accommodation plans.</p>	Complete
Performance management, career development and advancement and redeployment	<p>Ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account when conducting performance management, career development and advancement, or when engaging in employee redeployment.</p>	Complete

**Integrated Accessibility Standards Regulation – Design of Public Spaces
Standard**

Requirement	Commitment and Action Plan	Current status
Ensure any redevelopment or construction of public spaces is in accordance with the legislative requirements.	If TDS is building or making major modifications to a public space, such as service-related elements like service counters or waiting areas, it will comply with all legislative requirements and ensure that any third party engaged to complete the redevelopment or construction on its behalf complies with the requirements.	Ongoing (no redevelopment or construction planned at this time)