

## Vincent Associates Inc. Multi-year Accessibility Policy and Plan

### **Introduction**

The 2014-2021 accessibility plan outlines the policies and actions that Vincent Associates Inc. will put in place to improve opportunities for people with disabilities. We strive to meet the needs of our employees and customers with disabilities and work hard to remove and prevent any barriers to accessibility.

Vincent Associates Inc. is committed to fulfilling requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

### **Statement of Organizational Commitment**

Vincent Associates Inc. is committed to ensuring equal access and participation for all. We are committed to treating everyone in a way that allows them to maintain their dignity and independence.

We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing any barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

### **Customer Service**

Vincent Associates Inc. 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
- Allows service animals
- Welcomes support persons
- Notifies customers when accessible services are not available
- Invites customers to provide feedback (by e-mail, telephone, or in person)

Vincent Associates Inc. has trained its staff on accessible customer service.

Vincent Associates Inc. has put the Customer Service Accessibility Plan in writing, and made the plan available to Vincent Associates Inc. employees as well as the public.

- The Customer Service Accessibility Plan can be accessed <http://www.vincentinc.com/CustomServicePlan.pdf>
- The Customer Service Accessibility Plan is available in accessible formats, upon request.

### **Information and Communications**

Vincent Associates Inc. is committed to making our information and communications accessible to everyone.

#### ***Accessible Formats and Communication Supports***

Upon request, Vincent Associates Inc. will provide accessible formats and communications supports related to information about our goods and services. Vincent Associates Inc. will consult with the person on their accessibility needs and develop a process for responding to requests. We have incorporated language into marketing materials stating that accessible formats will be provided upon request.

### ***Emergency Procedures, Plans, or Public Safety Information***

Vincent Associates Inc. will provide public safety information related to the emergency procedure or plans in an accessible format upon request.

### ***Accessible Websites and Web Content***

By January 2021, Vincent Associates Inc.'s internet websites and web content will conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).

### ***Feedback***

To comply with the AODA Customer Service Standard, Vincent Associates Inc. has put in place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability. Here's how you can share your feedback with us:

You can e-mail us at: [hr@vincentinc.com](mailto:hr@vincentinc.com), call us during regular business hours at 416-445-5443, deliver written feedback in-person to Vincent Associates Inc. reception, or send it via mail to:

Vincent Associates Inc.

38 Lesmill Road

Toronto, Ontario, M3B 2T5

### **Employment**

#### ***Recruitment and Selection***

Vincent Associates Inc. is committed to fair and accessible employment practices. We have taken the following steps to notify the public and our staff that, when requested, Vincent Associates Inc. will accommodate persons with disabilities during the recruitment and selection processes.

- Make job applicants aware that we will accommodate disabilities during the selection process
- If an applicant requests accommodation, we will consult with them and make adjustments according to their needs
- Notify successful applicants of our policies for accommodating employees with disabilities

#### ***Information for Employees***

Vincent Associates Inc. has taken the following steps to ensure employees are aware of our organization's policies for supporting employees with disabilities:

- Inform employees about policies when:
  - New employees are hired
  - Changes are made to policies

### **Training**

Vincent Associates Inc. 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.

Vincent Associates Inc. has developed and provided training for all employees within the organization. This training covers the requirements of the accessibility standards as well as the Human Rights Code.

Appropriate records are kept of the training program. In the case that policies and procedures change, additional training will be provided to staff.

### **Design of Public Spaces**

Vincent Associates Inc. will meet accessibility laws when building or making major changes to public spaces.

### **Other**

Vincent Associates Inc. will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

### **For More Information**

For more information on our accessibility plan, or to request this accessibility plan in an accessible format, please contact Katie Andrien at [Katie.andrien@vincentinc.com](mailto:Katie.andrien@vincentinc.com).

Standard and accessible formats of this document are free on request.