



<b>Created By</b>	<b>Revised By</b>	<b>Reviewed By</b>	<b>Next Review Date</b>
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### **Multi-year Accessibility Plan**

NT Temps Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps NT Temps Inc. is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how NT Temps Inc. will play its role in making Ontario an accessible province for all Ontarians.

### **Past Achievements to Remove and Prevent Barriers**

Persons with disabilities will be given an opportunity equal to that of others, to obtain, use or benefit from the goods and services provided. This includes providing employment opportunities to staff with disabilities and emergency information through individual accommodation.

Examples of how persons with disabilities can be accommodated include, but are not limited to:

- Use of an iPad for the hearing impaired to utilise by communicating through text;
- Use of Facebook messaging for the hearing impaired to communicate outside of the office; and
- A staff member providing one on one aid by reading information to the visually impaired

It is the responsibility of the staff member working with persons with disabilities to determine the method of accommodation best suited to their individual needs.

### **Customer Service**

NT Temps Inc. has remained in compliance with the customer Service Standard and is committed to excellence in serving all customers including persons with disabilities.

Customer feedback can be given on our Google or social media pages, verbally in person or over the phone. NT Temps will address feedback promptly by conducting an investigation and following up with the customer if requested.

### **Customer Service Achievements**

NT Temps Inc. has achieved the following requirements of the customer service standard of the AODA

### **Information and Communications**

NT Temps Inc. has created and put into place a customer service plan that;

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace like wheel chairs, walkers etc.
- Allows service animals
- Welcomes support persons
- Invites customers to provide feedback

NT Temps Inc. has trained staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.

### **Employment**

NT Temps Inc. is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

NT Temps Inc. has created a process for documenting accessibility issues for employees and for documenting individualized workplace emergency response information.

NT Temps Inc. is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

### **Strategies and Actions**

#### **Customer Service**

NT Temps Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

## **Information and Communications**

NT Temps Inc. is committed to making our information and communications accessible to people with disabilities.

NT Temps Inc. is planning to

- Continually letting our applicants know that we will accommodate disabilities during the selection process as well as during the interview process
- If applicants request accommodation, we will consult with them and make adjustments that best suit their needs
- Continually let applicants and the public know that accessible formats and communication supports are available upon request

To be completed by January 1<sup>st</sup> 2025

## **Employment**

NT Temps Inc. is committed to fair and accessible employment practices.

NT Temps Inc. is planning to

- Develop individual accommodation plans and return to work policies for employees that have been absent due to a disability

To be completed by January 1<sup>st</sup> 2025

Our multi-year accessibility plan will be updated once every 5 years.