



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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1. Intent

This 2021-2025 Accessibility Plan outlines the policies and actions that Innovapost has put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*

2. Statement of Commitment

Innovapost 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 now and in the future.

Our plan shows how we will play a role in making Ontario an accessible province for all Ontarians.

Innovapost's Multi-Year Accessibility Plan will be reviewed and updated by the company once every five (5) years, and as required.

3. Activities to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Innovapost has in place.

3.1. Customer Service

- Innovapost will remain in compliance with the Customer Service Standard and our internal Accessible Customer Service Policy

3.2. Information and Communications

- Innovapost is committed to meeting the communication needs of people with disabilities. If requested, we will consult with people with disabilities to determine their information and communication needs.
- Innovapost will continue to take the following steps to ensure all content on our websites conforms with WCAG 2.0 Level A.
 - Review cyclically new content to ensure it is up to date with WCAG 2.0, Level A
 - Make any amendments necessary

Innovapost encourages people with feedback on our policy or any other matters related to accessibility to contact us at: **General Inquiries:** info@innovapost.com

3.3. Employment

3.3.1. Recruitment

- Upon request we provide accommodation during the recruitment process in consultation with the applicant and arrange for suitable accommodation.
- Innovapost states on our Careers page that accommodations are available for applicants with disabilities.
- Innovapost asks if accommodation is required for the applicant prior to the interview process
- For issues with their job application, candidates can contact us at **General Inquiries:** info@innovapost.com

3.3.2. Individual Accommodation Plans

- Innovapost will work with, develop, and put in place individual accommodation plans and return to work plans for employees that have been absent from a short-term or long-term disability

3.3.3. Training

Innovapost trains all new employees during the onboarding process and retains records of the training provided, including the name of the person, and date the training was completed.

Innovapost will continue to take steps to ensure employees are provided with the following necessary training:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Ontario Human Rights Code as it relates to people with disabilities
- Ensure all current and new employees have received and reviewed the Accessibility Policy
- Ensure all current and new employee have received and reviewed the Accessible Customer Service Policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.

3.4. Procurement

- Innovapost will continue to provide ergonomic assessments if required by employees (with medical authorization)
- Innovapost continue to support the purchase of assistive devices required by employees (with medical authorization).

3.5. Building Design

- Innovapost is leasing their facilities space and will collaborate with the Owner to ensure the building meets accessibility laws when making major changes to public space.
- Innovapost will develop various opportunities to ensure workspaces are accessible, including white boards, collaboration space, and re-adjusting and adapting workspace if required.

Revision History

Version #	Date	Revision Details	Revised by
1.0	11/17/2021	Original	Tammy Reynolds
Document Owner – Human Resources			