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AODA Multi Year Accessibility Plan	Last Update: November 9, 2023	
	Effective Date: October 2013	
Owned by: People Team	**Application:** All Employees and Volunteers	

SECTION 1 – INTRODUCTION AND COMMITMENT

INTENT

This accessibility plan outlines the strategy of Adlib Software ("Adlib") 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

Adlib is committed to fulfilling its obligations under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) as well as the Accessibility Standard for Communication and Employment issues under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). Our goal is to increase accessibility by providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services.

As an organization, we respect and comply with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The Company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Adlib will use reasonable efforts to ensure that its customer service policies, practices and procedures are consistent with the four principles set out below (dignity, independence, integration and equal opportunity). It is recognized, however, that in some circumstances, a balancing of the four principles or aspects therefore, may be necessary in order to maximize the achievements by Adlib of the goals and spirit of this policy.

SECTION 2 - MULTI-YEAR ACCESSIBILITY PLAN

This plan is in effect from 2021-2025.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact:

Adlib – People Team
Attention: Director, People & Talent
215 – South Service Road,
Burlington, Ontario, L7N 3H8
Phone: (905) 745-1632
Email: hr@adlibsoftware.com

CUSTOMER SERVICE STANDARD

AODA Standard Sub-Section	Action	Description	Status	Compliance Date
General	Establishment of Policies and Procedures	All Policies and Practices have been drafted to embody the four AODA principles of Dignity, Independence, Integration and Equal Opportunity. Specific policies were drafted to cover: A. The Provision of Goods and Services to Persons with Disabilities; B. The Use of Assistive Devices; C. The Use of Guide Dogs, Service Animals and Service Dogs; D. The Use of Support Persons; E. Notice of Service Disruptions; F. Customer Feedback; G. Training; H. Notice of Availability and Format of Required Documents.	Ongoing	January 2012
	Assistive Devices	Adlib will ensure that methods of communication will be available in any way that is deemed reasonable. Adlib will train its employees to ensure that they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our facilities.	Ongoing	January 2012
	Service Animals	Persons with disabilities are permitted to bring their service animal onto Adlib property that is open to the public or other third parties. Should a conflict arise concerning a service animal on site, Adlib will make every effort to find a solution acceptable to all parties.	Ongoing	January 2012
	Support Persons	Any person with a disability who is accompanied by a support person will be allowed to enter Adlib premises which are open to the public or other third parties with his or her support person. Adlib may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.	Ongoing	January 2012

	Communication	Adlib will make every effort to communicate with persons with disabilities in ways that take into account their disability. Employees/volunteers will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Adlib goods, services and facilities. Adlib will train employees to communicate with individuals wishing to access Adlib goods and services on how to most effectively interact and communicate with persons with various types of disabilities.	Ongoing	January 2012
	Feedback Process	Adlib will make every reasonable effort to respond to feedback promptly. All feedback that speaks to accessibility will be directed through the Human Resources department.	Ongoing	January 2012
	Training	Adlib will provide the appropriate training to all employees. Training will occur on an <u>ongoing</u> basis and whenever changes are made to relevant policies, practices, and procedures. Training will be provided to each person as soon as practicable after assigned applicable duties.	Ongoing	January 2012
	Notice of Service Disruptions	In the event that there is a temporary disruption in the availability of facilities or services, Adlib shall give notice of the reason for the disruption, the date(s) of disruption, anticipated duration, and a description of alternative facilities or services, if any, that may be available.	Ongoing	January 2012

INTEGRATED ACCESSIBILITY STANDARD				
AODA Standard Sub-Section	**Action**	**Description**	**Status**	**Compliance Date**
General	Accessibility Policies	Adlib will develop, implement, and maintain policies that meet AODA requirements.	Ongoing	January 2014
	Accessibility Plans	Adlib will establish, implement, maintain, and document a multi-year accessibility plan, which will outline Adlib's strategy to prevent and remove barriers.	Ongoing	January 2014
	Training	Adlib will provide the appropriate training to all employees. All training will encompass the AODA Regulations and the Human Rights Code.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

Training will be provided to each person as soon as practicable after assigned applicable duties. All AODA Information will be provided to employees at time of hire as well as if any there are policy changes. | Ongoing | January 2015 |
| | Filing Reports | Adlib will file all applicable compliance reports. | Annually | Annually |
| Information and Commuication | Emergency Response Information | Adlib has prepared emergency procedures and plans and has made the information available to the public.

Adlib will continue to provide the information in an accessible format and with appropriate communication supports. | Ongoing | January 2012 |
| | Formats and Communication Supports | Adlib is committed to consulting with and providing people with disabilities accessible formats and communication supports when requested.

Adlib will notify the public about the availability of accessible formats and communication supports. | Ongoing | January 2016 |
| | Website and Web Content | Adlib is committed to ensuring that our internet and its content conforms with the WWW Consortium Web Content Accessibility Guidelines ("WCAG") 2.0 Level A and eventually increasing to Level AA. | Ongoing | January 2014 – January 2021 |
| | Feedback | Adlib will ensure that there is a process of receiving and responding to feedback and feedback is in an accessible format. | Ongoing | January 2015 |

Employment Standards	Recruitment	Adlib will ensure that both employees and members of the public will be made aware that accommodations are available. Adlib has a blurb on the career page for applications so that individuals applying for jobs know how to inform Adlib if they require accommodations. Once an applicant is selected for an interview, that person will be asked if they require any accommodations during the interview process. Adlib will ensure that all successful candidates are informed about Adlib's Accessibility policies and procedures.	Ongoing	January 2016
	Documented Individual Accommodation Plan	Adlib is committed to producing and providing documented individual accommodation that includes the following: • Participation of the employee requiring the individual accommodation plan. • Ability to request outside medical evaluation to determine if accommodation can be achieved and how. • High level of privacy. • Regular review and updates. • Reason for denial if applicable. • The means of providing Individual Accommodation Plans in a format that takes into account the needs of the employee. • And if required, include individualized workplace emergency response information.	Ongoing	January 2016
	Return to Work	Adlib will ensure that employees are made aware of the Return to Work process for employees who have been absent from work due to a disability and require accommodations. All Return to Work plans will be documented and added to the employee's individual plan.	Ongoing	January 2016
	Performance Management	Adlib will ensure that accessibility needs are taken into account during an employee's Performance Appraisal. All Performance Management plans will be documented.	Ongoing	January 2016
	Career Development	Adlib will ensure that accessibility needs are taken into account during an employee's Career Development and that no opportunity is overlooked due to accommodation needs. All Career Development plans will be documented.	Ongoing	January 2016

	Redeployment	Adlib will ensure that accessibility needs are taken into account if an employee is redeployed. All Redeployment plans will be documented.	Ongoing	January 2016
	Individual Emergency Response Plan	Adlib will provide all employees with disabilities an individualized plan for when emergency situations arise. All employees that have an individualized plan have been assigned a designated employee who will provide them assistance.	Ongoing	January 2016
	Communication Supports	Adlib will train all employees on the AODA Policies. All AODA Information will be provided to employees at time of hire as well as if any there are policy changes.	Ongoing	January 2016
Transportation Standard	Adlib is committed to maintaining policies, planning for accessibility, and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act.		Ongoing	January 2016
Design of Public Spaces	Adlib will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Adlib will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.		Ongoing	January 2016

SECTION 3: STEPS (TO BE) TAKEN TO OVERCOME AND REMOVE BARRIERS

GENERAL STEPS AND CUSTOMER SERVICE REGULATION

Adlib is committed to ensuring that all customers can participate in and receive accessible goods and services.

STEPS TO BE TAKEN:

- Review and update policies and standards regularly to ensure high quality accessible customer service;
- Embed accessibility requirements into staff training and orientation materials;
- Use internal systems to conduct reviews to ensure compliance and improve services;
- Review customer feedback and taking appropriate action;
- Provide training for employees that interact with the public or make policies that shape how services are delivered.

INFORMATION AND COMMUNICATION

Adlib is committed to ensuring that information and communications are available and accessible to people with disabilities.

STEPS TO BE TAKEN:

- Develop guidelines and best practices for creating accessible documents;
- Ensure that information, including emergency procedures, plans, and public safety, are readily available in a variety of alternate formats;
- Develop a training strategy to ensure that employees (where applicable) have the knowledge, tools and technical advice to create accessible materials.
- Achieve compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all;
    - The Adlib website is being redesigned and re-platformed with accessibility as a top priority. The new site will encompass the following:
        - Responsive design: ensure website is fully responsive, allowing for easy navigation and readability across various devices, including smart phones, tables, and computers.
        - Enhanced keyboard navigation: Incorporate comprehensive keyboard navigation for users who cannot use a mouse, ensuring interactive elements are reachable via keyboard.
        - Screen reader compatibility: optimize the website for compatibility with screen readers, providing alt text for images and descriptive tags for links and buttons.
        - Color contrast and text size options: Offer options for high contrast and adjustable text sizes to accommodate users with visual impairments.
        - Regular accessibility audits: conduct regular accessibility audits and updates to ensure ongoing compliance with the latest standards.

EMPLOYMENT

Adlib is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities.

STEPS TO BE TAKEN:

- Identify and remove barriers in the workplace for employees and customers;
- Understand and accommodate various types of disabilities and their impact on employees;
- Understand employer obligations to provide employment accommodation;
- Enhance workplace emergency responses through individualized emergency response information and assistance as required;
- Revise individual work plans and developing a manager's guide, tools and templates to remove barriers from screening practices.

Review and Revision History

Version	Action	Date of Action	Author/Reviewer	Summary
1.0	Creation	Aug 14 2020		Initial version
1.1	Creation	Mar 4 2021		Updated to reflect Adlib's new branding
1.2	Revision	April 25, 2023	Annette DiLivio	Annual review, added chart formart, sections and updates to overall plan details
1.2	Review	November 3, 2023	Christina Owen & Annette DiLivio	Annual review