



DICA Electronics Inc.

Accessibility for Ontarians with Disabilities Multi-Year  
Accessibility Plan

## Table of Contents

General.....	3
Statement of Commitment to Accessibility .....	3
Message from the President .....	3
Disability Defined .....	3
Introduction .....	4
Integrated Multi-Year Accessibility Plan .....	4
Accessibility Policy and Multi-Year Accessibility Plan .....	4
Information and Communication .....	4
Employment .....	5
Future Accessibility Initiatives .....	5
Training.....	5
Customer Service Standard.....	6
General Principles .....	6
A. The Provision of Goods and Services to Persons with Disabilities .....	6
B. The Use of Assistive Devices .....	6
C. The Use of Guide Dogs, Service Animals and Service Dogs .....	7
D. The Use of Support Persons .....	7
E. Notice of Service Disruptions .....	7
F. Customer Feedback .....	7
G. Training .....	8
Information and Communication Standard .....	8
Accessible Formats and Communication Supports .....	8
Training .....	8
Employment Standard.....	9
Recruitment, Assessment, Selection .....	9
Informing Employees and Supports .....	9
Accessible Formats and Communication Supports for Employees .....	9
Workplace Emergency Response Information .....	9

Documented Individual Accommodation Plans .....	9
Return to Work Process.....	10
Performance Management, Career Development and Advancement and Redeployment .....	10
For More Information.....	10
Resources.....	10

## General

### Statement of Commitment to Accessibility

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), DICA Electronics Inc. is committed to improving access and opportunity for individuals with disabilities by identifying, removing, and preventing barriers that may interfere with their ability to make full use of our services. DICA Electronics Inc. is committed to work in partnership with employees, independent contractors, and customers to identify, prevent and remove these barriers.

We believe in integration, dignity, independence and equal opportunity as outlined in the Accessibility for Ontarians with Disabilities Act, Customer Service Standard, and the Integrated Accessibility Standards Regulation. We understand that we have a responsibility for ensuring a safe, dignified and welcoming environment for everyone and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

### Message from the President

DICA Electronics Inc. is an equal opportunity employer and employs personnel without regard to age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, record of offences, sex (including pregnancy and breastfeeding), or sexual orientation. While remaining alert and sensitive to the issues of fair and equitable treatment for all, DICA Electronics Inc. has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, aboriginal peoples and persons with disabilities.

DICA Electronics Inc. will take steps to eliminate the different and negative treatment of individuals or groups, protected under the *Ontario Human Rights Code, 1990*. The employer has a responsibility to accommodate to the point of undue hardship.

### Disability Defined

The *Accessibility for Ontarians with Disabilities Act, 2005*, defines disability as:

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b. A condition of mental impairment or a developmental disability,
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. A mental disorder, or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

## Introduction

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

Our plan shows how DICA Electronics will play its role in making Ontario an accessible province for all Ontarians.

## Integrated Multi-Year Accessibility Plan

In accordance with the Integrated Accessibility Standards, DICA Electronics Inc. has established a multi-year action plan that outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation. This document is broken down into four (4) sections:

1. Accessibility Policy and Multi-Year Accessibility Plan
2. Information and Communication
3. Employment
4. Future Accessibility Initiatives

The plan will be reviewed and updated at least once every five (5) years and will be made available in an accessible format upon request.

## Accessibility Policy and Multi-Year Accessibility Plan

Accessibility Initiative	Compliance Date	Status
Provide accessible emergency and public safety information	January 1, 2012	Complete
Create accessibility policies and a multi-year plan	January 1, 2014	Complete
Make websites accessible (only if making a new website)	January 1, 2014	Complete
File an Accessibility Compliance Report	December 31, 2023	To be Completed
Review Multi-Year Accessibility Plan	January 1, 2025	To be Completed

## Information and Communication

Accessibility Initiative	Compliance Date	Status
Provide accessible emergency and public safety information	January 1, 2012	Complete
Train your staff on Ontario’s accessibility laws	January 1, 2015	Complete
Implement an accessible feedback process	January 1, 2015	Complete
Offer accessible formats and communication supports	January 1, 2016	Complete

Make website and web content accessible	December 31, 2021	Complete
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## Employment

Accessible Initiative	Compliance Date	Status
Provide accessible emergency information to employees when asked	January 1, 2012	Complete
Make your employment practices accessible	January 1, 2016	Complete
Document all individual accommodations plans	January 1, 2016	Complete
Implement a return to work process	January 1, 2016	Complete
Make new or redeveloped public spaces accessible	January 1, 2017	Complete

## Future Accessibility Initiatives

Accessible Initiative	Completion Date	Status
Implement an employee engagement survey to solicit feedback about enhancements that will improve accessibility	December 31, 2022	To be Completed
Conduct a review of the medical accommodations and return to work activities to identify ways to further enhance accessibility	December 31, 2023	To be Completed
Distribute a customer feedback survey to solicit feedback about enhancements that will improve accessibility	January 1, 2024	To be Completed

## Training

DICA Electronics Inc. is committed to providing training on the requirements of the accessibility standards, referred to in the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 429/07, Accessibility Standards for Customer Service, Ontario Regulation 191/11, Integrated Accessibility Standards (IASR) and the Ontario *Human Rights Code, 1990* (as it relates to persons with disabilities). Training will be appropriate to the employee's position and their job responsibilities.

The training will cover the details and requirements of:

- Accessibility for Ontarians with Disabilities Act (AODA)
- Information and Communication Standards (under the IASR)
- Employment Standards (under the IASR)
- Understanding Human Rights (as it pertains to the AODA)
- Design of Public Spaces (under the IASR - training will be given to any employee who has oversight on the development and or alterations of public spaces at DICA Electronics Inc).

DICA Electronics Inc. will keep a record of completed training and will also include accessibility training as part of all new hire orientations.

# Customer Service Standard

DICA Electronics 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.

This is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under *the Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by DICA Electronics Inc. will follow the principles of dignity, independence, integration and equal opportunity.

DICA Electronics Inc. will use reasonable efforts to ensure that the provision of its goods and services are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
- Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from DICA Electronics Inc's goods and services; and
- Giving people with disabilities an opportunity equal to that of persons without disabilities to obtain, use or benefit from DICA Electronics Inc's goods and services.

## General Principles

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this will address the following:

- 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

### A. The Provision of Goods and Services to Persons with Disabilities

DICA Electronics Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

### B. The Use of Assistive Devices

DICA Electronics Inc. permits persons with disabilities to use their personal assistive devices while on the Company premises to obtain, use, or benefit from the Company's goods and services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

### C. The Use of Guide Dogs, Service Animals and Service Dogs

Persons with disabilities who are accompanied by guide dogs or other services animals will be permitted to enter the Company's premises that are open to non-employees with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, the Company will use reasonable efforts to ensure that alternate means are available for persons with disabilities to obtain, use or benefit from the Company's goods and services. If it is not readily apparent that the animal is a service animal, the Company may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

### D. The Use of Support Persons

Persons with disabilities who are accompanied by a support person will be permitted to enter the Company premises that are open to the public and will not be prevented from having access to the support person while on the premises.

In situations where confidential information might be discussed, consent will be obtained from the customer.

### E. Notice of Service Disruptions

DICA Electronics Inc. will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, the Company will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

### F. Customer Feedback

DICA Electronics Inc. is committed to providing high quality goods and services to all members of the public that it serves, including customers with disabilities. Feedback on how well the Company achieves this goal is welcome and appreciated.

Feedback from members of the public regarding the way the Company provides goods and services to people with disabilities can be made by telephone, in person, in writing, through email, or through other relevant methods.

All feedback will be directed to the President.

Privacy will be respected, and all feedback will be reviewed for possible action that can be taken to improve the Company services. In most cases, a response to the feedback will be provided within 30 business days. Responses will be delivered in a format that is accessible to the individuals who submitted the feedback.

## G. Training

DICA Electronics Inc. will provide training to employees, independent contractors, volunteers and others who deal with the public or third parties on its behalf.

*Training will include information and guidance on:*

- Pertinent accessibility legislation and the requirements of the standards;
- The Company's plan to meet the customer service standard;
- How to interact and communicate with people with various disabilities;
- How to interact with people with disabilities who use assistive devices or require the assistance of service animals or support people; and
- What to do if a person with a disability is experiencing difficulty accessing the Company's goods and services.

Employees, independent contractors and volunteers will also be trained when changes are made to the plan.

## Information and Communication Standard

DICA Electronics Inc. welcomes feedback in a variety of ways (electronically, phone, mail, etc.) and commits to continuously examining the customer experience to ensure accessible formats and communication supports are in place. The Company can be contacted:

- Over the phone at 613-257-5379 (08:30-16:30 Eastern Standard Time).
- In writing at DICA Electronics Inc., 160 Industrial Avenue, Carleton Place, Ontario, K7C 3T2.
- Electronically at [info@dica.ca](mailto:info@dica.ca).

Additional appropriate accessible formats will be provided, upon request.

DICA Electronics Inc. takes measures to meet the following requirements under the Information and Communication Standard as prescribed by the IASR:

### Accessible Formats and Communication Supports

DICA Electronics Inc. ensures that communication or information that is made available to the public or that is provided to or exchanged with third parties will be made accessible to persons with disabilities on request. The Company will achieve this by providing alternate formats or will arrange for the provision of communication supports that take into account the needs of the person making the request. If there is a price that members of the public must pay to access the communication piece, then the cost charged to persons with disabilities for a more accessible product must be no higher than the standard charge for that item, regardless of additional expenses incurred to produce the item.

*Note:* the above does not apply to products and information that the Company does not control directly or indirectly through a contractual relationship, nor does it apply to unconvertible information or communication.

### Training

DICA Electronics Inc. will provide training for its employees and volunteers regarding the Integrated Accessibility Standards Regulation and the *Ontario Human Rights Code, 1990* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the Company's policies, and all other persons who provide goods, services or facilities on behalf of the Company.



Training will be provided on an ongoing basis to new employees and as changes to the Company's accessibility policies occur.

## Employment Standard

The Company takes measures to meet the following requirements under the Ontario *Employment Standards Act, 2000* as prescribed by the IASR:

### Recruitment, Assessment, Selection

DICA Electronics Inc. will:

- Notify the Company employees and the public about the availability of accommodations for applicants with disabilities throughout the recruitment process;
- Notify internal and external job applicants that accommodations to support their participation in all aspects of the recruitment process will be provided on request. Notification will be provided in all job postings, and in alternate formats when requested, as well as when communicating with applicants verbally or in writing;
- Notify job applicants that accommodations and supports will be provided on request when they are chosen to participate in the assessment and selection process; and
- Notify successful applicants of our policies for accommodating employees with disabilities when making an offer of employment.

### Informing Employees and Supports

DICA Electronics Inc. will inform its employees about its policies to support employees with disabilities and will provide job accommodations that take into account the accessibility needs of employees with disabilities. This information will be provided to new employees as soon as practicable after commencing employment.

### Accessible Formats and Communication Supports for Employees

DICA Electronics Inc. will, when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information that is needed by the individual to perform his or her job. The Company will provide, or arrange for the provision of, information that is generally available to employees in the workplace. The Company will consult with the employee to determine the suitability of an accessible format or communication support.

### Workplace Emergency Response Information

DICA Electronics Inc. will provide individualized workplace emergency response information to employees who have a disability when the Company is made aware of the need for accommodation. The individualized emergency response plan and associated information will be made available in alternate format as needed in order to take into account the disability.

### Documented Individual Accommodation Plans

DICA Electronics Inc. is committed to following all the required steps when documenting individual accommodation plans for employees with disabilities.

Individual accommodation plans will:

- a. If requested, include any information regarding accessible formats and communications supports provided.
- b. If required, include individualized workplace emergency response information.
- c. Identify any other accommodation that is to be provided.

### Return to Work Process

DICA Electronics Inc. will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps the DICA will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process.

### Performance Management, Career Development and Advancement and Redeployment

DICA Electronics Inc. will continue to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management plans and reviews, offering career development and when redeploying employees with disabilities.

### For More Information

For more information on this accessibility plan, please call us at 613-257-5379 or email [info@dica.ca](mailto:info@dica.ca).

Website: <https://dica.ca/>

Standard and accessible formats of this document are free on request from [info@dica.ca](mailto:info@dica.ca).

### Resources

[\*Accessibility for Ontarians with Disabilities Act, 2005\*](#) (AODA).

[Ontario Regulation 429/07 - Accessibility Standards for Customer Service](#) (Accessible Customer Service Standards).

[Ontario Regulation 191/11 - Integrated Accessibility Standards](#) (IASR).

[Ontario Human Rights Code, 1990](#)