

AODA

Integrated Accessibility Standards Regulation (IASR) Policy

This policy is intended to meet the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005. It 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 StarTech.com shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats

Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports

Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability

The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

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

Performance Management

Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment

The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Scope

This policy applies to all StarTech.com clients/customers, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises or access our information.

General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- A. General Requirements
- B. Recruitment, Assessment and Selection
- C. Accessible Formats and Communication Supports for Employees
- D. Workplace Emergency Response Information
- E. Documented Individual Accommodation Plans
- F. Performance Management and Career Development and Advancement
- G. Return to Work
- H. Redeployment
- I. Review

A. General Requirements

General requirements that apply the following four (4) standards are outlined in this policy: Information and Communications and Employment,

i. Establishment of Accessibility Policies and Plans

StarTech.com will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

StarTech.com will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

StarTech.com will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

StarTech.com will review and update its accessibility plan at least once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee.

ii. Training Requirements

StarTech.com will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing StarTech.com policies, and all other persons who provide goods, services or facilities on behalf of StarTech.com.

Training will be provided on an ongoing basis to new employees and as changes to StarTech.com accessibility policies occur. This policy will be interpreted and applied in accordance with applicable human rights legislation.

iii. Records

StarTech.com will maintain records on the training provided, when it was provided and the number of employees that were trained.

iv. Feedback Process

StarTech.com will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request. The ultimate goal of StarTech.com is to meet and surpass customer expectations while serving customers with disabilities. Feedback regarding the way StarTech.com provides goods and services to people with disabilities can be made by letter, e-mail or verbally. All feedback will be directed to the People and Culture team. Customers can expect to hear back within 10 business days.

v. Accessible Formats and Communication Supports

Unless deemed unconvertible, StarTech.com will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

StarTech.com will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

StarTech.com will make the availability of accessible formats and communication supports publicly known.

B. Recruitment, Assessment and Selection

StarTech.com will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

StarTech.com will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, StarTech.com will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

StarTech.com will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Accessible Websites and Web Content

StarTech.com will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws and timelines.

D. Workplace Emergency Response Information

Where required, StarTech.com will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Reviews general emergency response policies.

E. Documented Individual Accommodation Plans

StarTech.com must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Performance Management and Career Development and Advancement

StarTech.com will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

StarTech.com will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of current practices as well as legislative requirements. We will modify or remove any existing policy that does not respect and promote the dignity and independence of people with disabilities.