



## **AODA POLICY**

### **PURPOSE**

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 requires all organizations to meet certain accessibility requirements and applies to all people and or organizations in Ontario that provide goods and services. This policy outlines how MaxSys provides services and opportunities to people with disabilities.

### **SCOPE**

All members of the MaxSys team are expected to conduct themselves in accordance with this policy.

### **STATEMENT OF COMMITMENT**

MaxSys is a professional staffing and solutions firm, offering the best in innovative and creative professional services. MaxSys is dedicated to providing excellence in servicing all customers and clients including individuals with disabilities. MaxSys believes in equal opportunity and is committed to providing a safe, healthy and dignified work environment for all members of the organization. We will continue to prevent and eliminate any barriers in the accessibility of MaxSys services or opportunities by accommodating the needs of individuals with disabilities.

### **POLICY REQUIREMENTS**

#### **A. ASSISTIVE DEVICES**

Persons with disabilities are permitted to use their own personal devices if needed to better assist them in benefiting from our company services. We ensure that our staff is trained and familiar with the various devices that may be used by persons with disabilities while assessing MaxSys services.

#### **B. COMMUNICATION**

MaxSys makes every reasonable effort in communicating with persons with disabilities in a manner that is appropriate for the individual. We ensure that our staff is trained on how to communicate with customers and clients with various disabilities.

#### **C. SERVICE ANIMALS**

MaxSys welcomes people with disabilities who are accompanied by their service animal. Service animals are allowed on certain parts of our premise that are open to the general public and other third parties. If for some reason service animals are excluded by law, MaxSys will provide services in another location, or we can continue to do business by phone, web conference and / or email. The service animal should not be left unattended and should be accompanied by the person with disability. We ensure that our staff is trained on how to interact with customers and clients with disabilities who are accompanied by a service animal.

#### **D. SUPPORT PERSONS**

MaxSys welcomes people with disabilities who are accompanied by their support person who are also allowed on our premise. We ensure that our staff is trained on how to interact with customers and clients with disabilities who are accompanied by a support person.



## **E. NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, MaxSys will notify clients and customers promptly. If a disruption in service is planned and expected, MaxSys will provide notice as far in advance of the disruption as possible to allow for alternative solutions.

The posted notice will include

- information about the reason for the disruption,
- it's anticipated length of time;
- a description of the reason for disruption; and
- the location of alternative facilities or services

The notice will be made publicly available on our company website, through email and / or by phone.

## **F. TRAINING FOR STAFF**

MaxSys provides accessible customer service training to all employees who deal with any third-party customers or clients or anyone that participates in developing of MaxSys policies, practices and procedures governing the provision of services. Training to our staff would include individuals in the following positions: Administration staff, Recruiters, Sales Associates, Managers, Directors and VP's. Staff are trained on Accessible Customer Service on their first week, within their 3-month probationary period. Training includes but is not limited to:

- An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service and Integrated Accessibility Standards;
- The Human Rights Code as it pertains to people with disabilities
- How to interact and communicate with people with various types of with disabilities;
- How to interact with people with disabilities who use assistive devices;
- How to interact with people with disability that require assistance with support workers or service animals; and
- What to do if a person with a disabilities having difficulty assessing our service.

MaxSys maintains Training records as required by the AODA for all employees in which this policy applies.

Any other temporary staff members employed in the province of Ontario, are also provided AODA training as part of their onboarding process.

## **G. FEEDBACK PROCESS**

Customers who wish to provide feedback on our services to people with disabilities can provide feedback in the following way(s):

- In person at our branch location(s)
- By telephone 613-562-9943 (Head Office)
- Through email [hr@maxsys.ca](mailto:hr@maxsys.ca)
- Client and Candidate Surveys that can be accessed on our company website [www.maxsys.ca](http://www.maxsys.ca)

MaxSys appreciates any feedback that our customers and clients may have as to how we might improve our services to better meet the needs of our customers to ensure the highest level of quality. All clients or customers will receive feedback confirming acknowledgment. Any complaints received will be brought to the VP level and resolved accordingly. For serious matters, the President will be notified.



## **H. AVAILABILITY OF ACCESSIBLE FORMATS AND COMMUNICATION**

All information and documents normally made publicly available will be accessible in alternate formats upon request.

If the request is made, Maxsys will consult with the employee to arrange for the accessible format and communication support for (1) information that is required in order for them to perform their job and (2) information that is generally available to other employees.

## **I. MODIFICATIONS**

Any policy, practice or procedure of MaxSys that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be either modified or removed.

## **J. ADMINISTRATION**

If you have any questions or concerns about this policy or the procedures in place or to request information in an accessible format, please feel free to contact us:

Human Resources  
173 Dalhousie St.  
Ottawa, ON K1N 7C7  
613-569-9943  
[hr@maxsys.ca](mailto:hr@maxsys.ca)