

# Multi-Year Accessibility Plan

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## Introduction

Digital Echidna strives to meet the needs of its employees and clients with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act and this plan outlines the steps that Digital Echidna is taking to meet those requirements and improve opportunities for people with disabilities.

## Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives that Digital Echidna has completed.

### Customer Service

- Provides various routes for employees, clients, applicants and any other person with disabilities the ability to provide feedback on Digital Echidna's services.

### Information and Communications

- Ensures that our public website: [www.echidna.ca](http://www.echidna.ca) is compatible with third party accessibility software.
- Develops and implements Accessibility policies and produces policies in an electronic format to allow for easier conversion to accessible formats.

### Employment

- All Digital Echidna job postings notify potential applicants and the public that accommodations can be made during the recruitment and hiring process.
- We notify all employees that support is available for people with disabilities, in regards to needing an accommodation or a return to work plan or customizing emergency information.

## Strategies and Actions

### Customer Service

Digital Echidna is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

### Information and Communications

Digital Echidna is committed to making our information and communications accessible to people with disabilities. All Digital Echidna policies and procedures will be developed and updated so as to respect and promote the dignity and independence of persons with disabilities.

## Employment

Digital Echidna is committed to fair and accessible employment practices.

## Training

Digital Echidna is committed to implementing a process to ensure that all employees and students who provide services to customers are trained on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to people with disabilities.

### Action Taken:

In accordance with the IASR, Digital Echidna will:

- Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees and students who provide services on Digital Echidna's behalf.
- Ensure training is updated as changes occur and all individuals listed above are advised of the updates.
- Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided.
- Ensure that training is provided on any changes to the prescribed policies on an ongoing basis.

## For More Information

Standard accessible formats of this document are available by request from our Human Resources Department. For more information on our accessibility plan or for an accessible format, please contact our Human Resources Coordinator:

### Emily Galan

519-858-9604 ext. 243

[egalan@echidna.ca](mailto:egalan@echidna.ca)

## Revision/Action Control Log

Revision	Revision Date	Change	Revised By
0	July 1, 2017	Initial release	Human Resources
1	November 30, 2017	All existing employees trained on the requirements of the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities.	Human Resources
2	July 1, 2018	Reviewed and updated as needed	Human Resources
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