

## Multi-year Accessibility Policy Plan 2022-2027

### Introduction

Helix Impressions Inc. is committed to meeting the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our commitment is to fulfill the requirements expected from Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps to meet those requirements and improve opportunities for people with disabilities.

### Accessibility for Ontarians with Disabilities (AODA)

The AODA Multi-Year Accessibility Plan highlights the initiatives that Helix Impressions Inc. has completed or progressing towards in regards to actions, policies, and achievements. Upon creation, the plan covers a five-year timeline and will be updated on the website.

### Statement of Commitment

Helix Impressions Inc. is committed to treating all people in a manner that allows them to maintain their dignity and independence. Inclusion and equal opportunity are important, we seek to address and meet the needs of people with disabilities promptly. Helix Impressions Inc. will achieve this by actively taking the opportunity to prevent and remove barriers to accessibility and aligning with the requirements under the *Accessibilities for Ontarians with Disabilities Act, 2005*.

### General Requirements

#### i. Training

Helix Impressions Inc. provides training to employees, volunteers, and other staff members on the Accessibility Standards and the Human Rights Codes regarding people with disabilities. Training will be provided based on the needs and duties that correlate best to each individual. Training on multiple standards and subjects may be required based on the duties and responsibilities of each individual.

#### ii. Accessible Emergency Information

Helix Impressions is committed to providing clients with publicly available emergency information, plans, or public safety information in an accessible way upon request. Helix Impressions will provide employees with disabilities with individualized emergency response information when necessary. When employees who receive individualized workplace emergency response information require assistance, if permitted, the workplace emergency response information will be given to a designated employee. The individualized workplace emergency response plans will be reviewed annually and updated frequently as needed.

#### iii. Accessibility Policies and Plans

Helix Impressions has developed and implemented a multi-year plan to define the actions and strategies geared towards preventing and removing barriers for people with disabilities. Policies will be reviewed annually and adjusted as required.

### **Information and Communication Standards**

We are devoted to meeting the communication needs of people with disabilities. When requested, we will provide information and communication materials in accessible formats. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information. We will consult with people with disabilities to determine their information and communication needs.

### **Employment**

Helix Impressions Inc. will notify our staff and the public that we will accommodate disabilities during recruitment and assessment processes and when people are hired if requested. If asked, we will provide customized workplace emergency information to employees who have a disability. For performance evaluation, career development, and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

#### **Return to Work**

Accommodations will be provided to employees who are returning to work and require assistance or need to perform duties and responsibilities. Modified work will be available and be provided based on the duties and responsibilities of the individual.

### **Design of Public Spaces**

Helix will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, which includes the accessible parking areas.

### **Customer Service Standard**

Helix Impressions is committed to excellence in serving all customers including people with disabilities. We have developed and implemented a customer service plan as required by the *Accessibility for Ontarians with Disabilities Act, of 2005*. The Accessible Customer Service plan outlines our commitment to accessibility for each area in the Customer Service Standard.

### **Information and Feedback**

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA.

Please contact by:

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