

## AODA, Multi Year Plan - July 2023 -June 30, 2028

### Commitment Statement

Q Air and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

#### 1. Customer Service Standards:

Accessibility Requirement, develop, implement, and maintain policies regarding the provision of goods, services to person with disabilities.

Compliance Deadline: 2023

Current Barriers: ensuring that employees (reception) are aware of policies and customer service standards to ensure that attitudinal, systemic, information and communication, and physical barriers are eliminated.

Plan to address Potential Future Barriers: Continue to ensure that employees and reception are aware of policies and customer service standards to ensure that attitudinal, systemic, informational and communication, and physical barriers are eliminated.

Responsible: HR/Owner

#### 2. Policy

Compliance Deadline: June 30, 2023 (annual review July 1, 2024)

Current Barriers: no HR

Plan to Meet Requirements: Policy Review annually.

Plan to address potential Barriers: Train all new staff in accordance with company policies.

Results: Compliant

Responsibilities: HR

#### 3. Training Standard:

Compliance Deadline: 2024

Current Barriers: Completing priorities, timelines and plan work activities.

Plan to Meet Requirements: Train all staff. Train all new hires within 2 weeks of start date

Plan to address potential Barriers: Ensure all conflicting priorities do not interfere with training.

Results: Complete

Responsibilities: HR

#### 4. Communications and Information Standard

Compliance Deadline: 2023

Current Barriers: Print that is too small to read, and audio is not available.

Plan to Meet Requirements: Make every document easier to read, offer alternative formats, we take into consideration communication materials.

Plan to address potential Barriers: Ensure that marketing and communication materials remain inclusive.

Results: Ongoing review  
Responsibilities: All

## 5. Feedback

Compliance Deadline: July 30, 2024  
Current Barriers: None  
Plan to Meet Requirements: Feedback is included in the policy and on the website.  
Plan to address potential Barriers: Review of the policy and feedback process to be reviewed annually.  
Results: Completed  
Responsibilities: HR/Communications

## 6. Employment Standard

Compliance Deadline: July 30, 2023  
Current Barriers: Ensure that candidates are aware of accommodations. (Website and verbally)  
Plan to Meet Requirements: Accommodations information on employment section on public websites is provided. (all job postings)  
Plan to address potential Barriers: Review of the policy and feedback process to be reviewed annually.  
Results: Complete/Compliant  
Responsibilities: HR/Owner

## 7. Transportation Standard

Compliance Deadline: July 2023  
Current Barriers: Lack of knowledge and information on transportation support  
Plan to Meet Requirements: Provide information public information to individuals.  
Plan to address potential Barriers: Communication  
Results: Compliant/ongoing with new hires

## 8. Design of Public Space Standard

Compliance Deadline: July 2023  
Current Barriers: Narrow walkways, and some clutter.  
Plan to Meet Requirements: Clutter has been removed. There are no current plans to construct or redevelop public spaces on the Q Air premises.  
Plan to address potential Barriers; Ongoing maintenance to the accessible parts of our public spaces will be performed as needed.  
Results: Complete/compliant

## 9. Website Compliance 2.0 Standard

Compliance Deadline: August 2024  
Current Barriers: Language, front size, colour contrast, AODA plan missing from website.  
Plan to Meet Requirements: Q Air strive to ensure website and website contents conform to WCAG 2.0 standards. Web content more accessible to people with disabilities, it can involve a

wide range of disabilities, including visual, auditory, physical, speech, cognitive, and language, learning and neurological.

Plan to address barriers: Updates-all website menus, Button navigation elements for contrast, form labels across website.

Updates to 16 pages, include page specific content, text formatting, and content colour contract.

Addition, AODA page (cover 2A)

Results: On-going