

**Versaterm Inc.**  
**Multi Year Accessibility Plan**

**Customer Service**

<b>Requirements</b>	<b>Planned Action</b>	<b>Compliance Date</b>	<b>Completion Date</b>
<b>Accessible Customer Service Policy</b>	Versaterm will develop an Accessible Customer Service Policy to address issues relating to assistive devices, service animals, support persons, communication, training, and feedback. The policy will be posted on our internal website.	January 1 <sup>st</sup> 2014	January 1 <sup>st</sup> 2014
<b>Training</b>	<p>Versaterm will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.</p> <p>All individuals employed by Versaterm will be trained.</p> <p>Staff will be trained on Accessible Customer Service as soon as reasonably possible after being hired.</p> <p>Staff will also be trained when changes are made</p>	January 1 <sup>st</sup> 2015	January 1 <sup>st</sup> 2015

	to our accessible customer service plan.		
<b>Feedback process</b>	<p>Customers who wish to provide feedback on the way Versaterm provides goods and services to people with disabilities can provide feedback in the following way(s): by emailing <a href="mailto:info@versaterm.com">info@versaterm.com</a> or by calling 613-820-0311. All feedback, including complaints, will be handled on a case-by-case basis.</p> <p>Customers can expect to hear back as soon as practicable.</p>	January 1 <sup>st</sup> 2015	Upon Request
<b>Notice of Disruption</b>	<p>Versaterm will notify employees of any service disruption by posting a notice in the following location(s): on the door; on the website; by phone if necessary</p> <p>In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Versaterm will notify customers promptly. This clearly posted notice will include information about the reason for the disruption and its anticipated length of time.</p>	January 1 <sup>st</sup> 2012	January 1 <sup>st</sup> 2012

**Employment**

<b>Requirements</b>	<b>Planned Action</b>	<b>Compliance Date</b>	<b>Completion Date</b>
<p><b>Employment</b></p>	<p>Versaterm will promote employment opportunities for all individuals, including those with disabilities.</p> <p>Job advertisements will specify that Versaterm will accommodate all applicants including those with disabilities</p> <p>Job applicants will be made aware, during the interview process, of Versaterm’s accessibility policy.</p> <p>New employees will be made aware of Versterm’s policy of accommodation.</p> <p>If requested, accommodations will be arranged in a manner that takes into account the applicant’s needs.</p> <p>Versaterm’s policy of accommodation will be posted on the company website and available in accessible format upon request.</p>	<p>January 1st 2017</p>	<p>January 1st 2017</p>

<p><b>Training</b></p>	<p>Versaterm will provide training that will meet the requirements of the AODA and IASR to all employees and anyone else in the company who would at any time interact with the public. Any changes or updates to the AODA will be communicated to all employees in a timely manner.</p> <p>Employees will be trained within a reasonable time frame.</p> <p>Accessible formats of communication and training are available upon request</p>	<p>January 1<sup>st</sup> 2016</p>	<p>January 1<sup>st</sup> 2016</p>
<p><b>Emergency Work Procedures</b></p>	<p>Versaterm shall provide individualized workplace emergency response information to employees who have a disability.</p>	<p>January 1<sup>st</sup> 2012</p>	<p>January 1<sup>st</sup> 2012</p>
<p><b>Documented Individual Accommodation Plans</b></p>	<p>Versaterm will have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The employee requesting accommodation will participate in the development of the accommodation plan</p> <p>Versaterm will take all steps necessary to protect the personal information of each individual. Some</p>	<p>January 1<sup>st</sup> 2016</p>	<p>January 1<sup>st</sup> 2016</p>

	<p>information may need to be shared in order to accommodate the disability. Only persons necessary to the Implementation of the accommodations will have access to necessary personal information. Each accommodation plan will be implemented based on the needs of each individual requesting accommodation.</p>		
<p><b>Return to work Process</b></p>	<p>Versaterm will have in place a Return to work Process for any employee who has been absent from work due to a disability and require disability related accommodations to return to work.</p> <p>The entire process shall be documented.</p> <p>Individuals returning to work will be part of the process of implementing the accommodations needed for a successful return to work.</p>	<p>January 1<sup>st</sup> 2016</p>	<p>January 1<sup>st</sup> 2016</p>
<p><b>Performance Management</b></p>	<p>Versaterm shall take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management processes .</p>	<p>January 1<sup>st</sup> 2016</p>	<p>January 1<sup>st</sup> 2016</p>

<b>Career Development And Advancement</b>	When providing career development, Versaterm will take into account any accommodation needs as well as any individual accessibility needs.	January 1 <sup>st</sup> 2016	January 1 <sup>st</sup> 2016
<b>Redeployment</b>	If the need for redeployment arises, Versaterm will take into account accessibility and accommodation needs of the employee.	January 1 <sup>st</sup> 2016	January 1 <sup>st</sup> 2016

### **Information and Communication**

<b>Requirements</b>	<b>Planned Action</b>	<b>Compliance Date</b>	<b>Completion Date</b>
<b>Multi Year Plan</b>	This accessibility plan will be reviewed and updated at least every 5 years	January 1 <sup>st</sup> 2014	January 1 <sup>st</sup> 2014
<b>Accessible Websites</b>	Versaterm meets the specifications of WCAG 2.0 A	January 1 <sup>st</sup> 2014	January 1 <sup>st</sup> 2014
<b>Accessible Websites</b>	Versaterm will meet the specifications of WCAG 2.0 AA	January 1 <sup>st</sup> 2021	January 1 <sup>st</sup> 2021

### **Design of Public Spaces**

<b>Requirements</b>	<b>Planned Action</b>	<b>Compliance Date</b>	<b>Completion Date</b>
<b>New Builds/ Renovations</b>	Versaterm will take all AODA regulations into consideration in the event of any new builds or renovations.	January 1 <sup>st</sup> 2017	January 1 <sup>st</sup> 2017