AODA - Multi-year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

**Intent**

This Multi-year Accessibility Plan (the “Plan”) outlines the policies, procedures, and practices carried out and put in place by StorageVault Canada Inc. and its Group of Companies; to improve opportunities for people with disabilities in the following areas in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

1. Customer Service

2. Information and Communications

3. Employment

4. Design of Public Spaces

**Statement of Commitment**

# The Plan will be updated on a yearly basis at a minimum to reflect StorageVault Canada Inc. and its Group of Companies accomplishments in improving our services to people with disabilities and to ensure that we continue to meet our obligations for the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”).

StorageVault Canada Inc. and its Group of Companies is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Compliance date: January 1, 2012

**Customer Service**

StorageVault Canada Inc. and its Group of Companies is committed to excellence in serving all customers including people with disabilities and to consistently identify and removing barriers to accessibility and meeting accessibility requirements under the AODA.

StorageVault Canada Inc. and its Group of Companies has implemented a customer service plan that has achieved the following to date:

* Welcoming and permitting (everywhere on the parts of our premises that are open to the public) assistive devices, service animals and support persons that may be used by customers with disabilities while accessing our goods and services.
* Familiarizing and training, to the extent possible, our staff on the use of various assistive devices, including also on the respectful and effective ways of communicating with customers with disabilities that take into account their disabilities.
* Notifying customers in the event of planned or unexpected temporary disruptions to services or facilities for customers with disabilities, such as elevator maintenance. This clearly posted notice includes information about the reason for disruption, its anticipated length of time, and a description of alternative services.
* Inviting customers, employees and members of the public to provide feedback on the way in which StorageVault Canada Inc. and its Group of Companies provides goods and services to people with disabilities by telephone, in writing, and in person as detailed on our website under “Accessibility.”.
* Committing to modify or remove any policy, practice or procedure of StorageVault Canada Inc. and its Group of Companies that does not adequately respect and promote the dignity and independence of people with disabilities.

**Customer Service Training:**

Compliance date: January 1, 2012

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to providing training on accessible customer service to all employees and volunteers, including additional training when changes are made to the policy. This training is provided to staff and volunteers within three (3) months ninety days of hire date and annually subsequently after that.

**Availability of customer service plan and accessible formats:**

Compliance date: January 1, 2012

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to ensuring that our customer service plan and any related materials are made available to all employees and to the public in accessible formats, as requested. We provide materials to accommodate individual needs in a timely manner and at no additional cost.

**Accessible Formats for Information and Communication**

StorageVault Canada Inc. and Group of Companies is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs and to continue to develop superior ways of communicating information.

**Training:**

Compliance date: January 1, 2015

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to providing training to all employees, volunteers and other staff members who participate in developing StorageVault Canada Inc. and Group of Companies’ policies and who provide goods, services or access to StorageVault Canada Inc. and Group of Companies’ facilities on the following:

* The requirements of the accessibility standards referred to in the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
* The Human Rights Code as it relates to people with disabilities.
* Additional training on the Information and Communications and Employment standards in a way that best suits the duties of the employees, volunteers and other staff members.

**Accessible websites and content:**

Compliance date: January 1, 2014

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies continues to meet and further expand upon many of the WCAG 2.0, Level A requirements on our website.

Compliance date: January 1, 2021

Status: Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to ensuring that we continue to work towards meeting the WCAG 2.0,

Level AA requirements on our website, other than:

* success criteria 1.2.4 Captions (Live), and
* success criteria 1.2.5 Audio Description (Pre-recorded)

**Feedback**

Compliance date: January 1, 2015

Status: Completed

StorageVault Canada Inc. and its Group of Companies has implemented an accessible feedback process on the way in which StorageVault Canada Inc. and its Group of Companies provides goods and services to people with disabilities. We invite customers, employees, and members of the public who have a disability to:

* Provide feedback directly to those delivering the goods and services, including also by telephone, in writing, and in person by appointment as detailed on our website under “Accessibility”.

**Accessible formats and communication supports:**

Compliance date: January 1, 2016

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies will take the following steps to make sure all publicly available information is made accessible upon request:

* Provide accessible formats and communication supports to accommodate individual needs in a timely manner and at no additional cost.
* Consult with the individual requesting the information to determine the most suitable accessible format or communication support StorageVault Canada Inc. and its Group of Companies.
* Communicate to the public via our website and to all StorageVault Canada Inc. and its Group of Companies employees via training that accessible formats and communication supports are available StorageVault Canada Inc. and its Group of Companies is committed to fair and accessible employment practices.

**Employment**

**Recruitment, Assessment, and Selection:**

Compliance date: January 1, 2016

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to fair and accessible employment practices. We take the following steps to notify the public and staff that, when requested, StorageVault Canada Inc. and its Group of Companies will accommodate people with disabilities during the recruitment and assessment processes and when employees are hired:

* When recruiting new employees, StorageVault Canada Inc. and its Group of Companies informs potential applicants that we accommodate the specific needs of applicants with disabilities.
* Upon request and in consultation with the applicant, we provide accommodation

appropriate to the applicant’s accessibility needs.

* Upon hire, we inform the new employee of our policies for accommodating employees with disabilities and work with them to accommodate their specific needs.

**Performance Management, Career Development**

Compliance date: January 1, 2016

Status: Completed/Ongoing

StorageVault Canada Inc. And its Group of Companies is committed to ensuring that we are mindful of accessibility needs and individual accommodation plans when executing our performance management process, career development opportunities for employees with disabilities by:

* Reviewing our employees’ accommodation plans to understand their needs and determine whether any changes are required to help them succeed in their roles.
* Providing performance management documents in accessible formats upon request.
* We will also consider what accommodation our employees with disabilities may need to develop new skills and assume additional work responsibilities.

**Return to Work**

StorageVault Canada Inc. and its Group of Companies is committed the well-being of all its employees. We are committed to ensure a successful return to work for our employees and will develop and have in place a return to work plan for an employee with a disability who have been absent from work.

The return to work process shall:

* Outline the steps StorageVault Canada Inc. and its Group of Companies will take to facilitate the return to work of employees who was absent because their disability required them to be away from work.
* Use documented individual accommodation plans as part of the process.

**Informing Employees of Supports:**

Compliance date: January 1, 2016

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies is committed to informing all employees of policies that support employees with disabilities and of any changes made to existing policies regarding employment accommodations for accessibility.

**Accessible formats and communication supports for employees:**

Compliance date: January 1, 2016

Status: Completed/Ongoing

StorageVault Canada Inc. and its Group of Companies will take the following steps to make sure all publicly available information is made accessible upon request:

* Provide accessible formats and communication supports to accommodate individual needs in a timely manner and at no additional cost.
* Consult with the individual requesting the information to determine the most suitable accessible format or communication support.
* Communicate to the public via our website and to all employees via training that accessible formats and communication supports are available.

**Accessible Emergency Information**

Compliance date: January 1, 2012

*Status: Completed/Ongoing*

StorageVault Canada Inc. and its Group of Companies is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We are also committed to providing employees with disabilities with individualized emergency response information when necessary.

For example:

* Upon learning of an employee’s needs, we will work with them to create an

Individualized emergency response plan in their requested accessible format

* The information is reviewed on an annual basis to accommodate a possible change in the employee’s workspace location, a change in the employee’s overall accommodation needs, or in StorageVault Canada Inc. and Group of Companies’ emergency response policies.
* Each employee’s individualized emergency plan is shared with those employees who are designated emergency response personnel StorageVault Canada Inc. and Group of Companies.

**Design of Public Spaces**

Compliance date: January 1, 2017

**Status: Completed/Ongoing**

StorageVault Canada Inc. and its Group of Companies will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. These public spaces include:

* Outdoor paths of travel like sidewalks, ramps, stairs, and curb ramps
* Accessible parking
* Service-related elements like service counters and waiting areas

StorageVault Canada Inc. and its Group of Companies is committed to ensuring that procedures are in place for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.

For example:

* A multi-year landscaping plan is in place to ensure all accessible areas, such as outdoor paths of travel, are clear from any obstructions (i.e. debris, snow, ice, etc.).
* Standard operating procedures are in place to check for potential disruptions or deficiencies on a daily, weekly and monthly basis. All deficiencies are reported through a maintenance ticket system and received by a facilities maintenance team for action.
* All StorageVault Canada Inc. and its Group of Companies facilities are monitored by staff during business hours, and our elevators are equipped with 24 hours a day emergency call buttons to facilitate on-call emergency service providers.
* In the event of a service disruption, we will notify the public of the service disruption and the available alternatives.

For more information on this accessibility plan, please contact us by email at [AODA@storagevaultcanada.com](mailto:AODA@storagevaultcanada.com). Accessible formats of this document are also available free upon request by email at AODA@storagevaultcanada.com.