

# Accessible Formats and Communication Supports Policy



Our organization is committed to providing accessible formats and communication supports for employees, customers, and members of the public in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

Accessible formats and communication supports will be provided upon request, promptly, and at no additional cost. The organization will consult with the individual requesting to determine the most appropriate format or support.

## Employees

VDK Group Inc. provides or arranges for accessible formats and communication supports for employees with disabilities for:

a) Information required to perform their job, including:

- Training materials
- Workplace policies and procedures
- Work instructions
- Health and safety information
- Emergency procedures
- Performance management materials
- Scheduling information

b) Information generally available to all employees, including:

- Employee handbook
- Internal communications
- Workplace notices and announcements
- Benefits and HR information

Employees are informed of the availability of accessible formats and communication supports during onboarding and through workplace policies.

## Customers and Members of the Public

VDK Group Inc. provides or arranges for accessible formats and communication supports for information related to its services, including publicly available and emergency information.

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This may include:

- Service information
- Customer policies
- Forms and documents
- Public notices
- Emergency evacuation procedures are posted on-site

Emergency information will be provided immediately in urgent situations (e.g., fire or evacuation). For non-urgent requests, information will be provided as soon as practicable, generally within 24 hours, depending on format requirements.

The organization does not currently publish emergency information on its website. Posted emergency information can be provided in an accessible format upon request.

## Examples of Accessible Formats and Communication Supports

VDK Group Inc. currently provides:

- Large print documents
- Electronic documents compatible with assistive technology (PDF, Word, Excel)
- Written summaries of verbal instructions
- Email or text communication instead of verbal communication
- Reading printed information aloud upon request
- Emergency information in printed or electronic format upon request

Additional formats (e.g., sign language interpretation or specialized formats) may be arranged upon request were reasonably practicable.

## Request and Consultation Process

Requests for accessible formats and communication supports may be made in person, by telephone, by email, or in writing.

Upon receiving a request, the organization will:

- Acknowledge the request promptly
- Consult with the individual to determine the most appropriate format or support
- Provide the information as soon as practicable
- Confirm the information is accessible and usable

Requests may be documented to support consistency and continuous improvement.