

# **MULTI-YEAR ACCESSIBILITY PLAN**

2024-2028

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## Message from the CEO

At Wilson, we are driven by a commitment to inclusivity and accessibility in everything we do. As we present our 2024-2028 Multi-Year Accessibility Plan (MYAP), we are proud to build upon our dedication to creating a barrier-free environment, ensuring that everyone, regardless of ability, feels welcomed and empowered to access our services.

This plan outlines our ongoing initiatives and commitment to meeting the standards set by the Accessibility for Ontarians with Disabilities Act (AODA). We believe that accessibility is more than just a legal requirement; it is a core aspect of who we are and what we stand for as a company.

Through these efforts, we aim to continue fostering an environment where diversity is celebrated, and all individuals can thrive. This journey is a collective responsibility, and we remain dedicated to ensuring our practices create a positive, inclusive impact on the communities we serve.

Sincerely,

John Wilson  
Chief Executive Officer

## Statement of Commitment

At Wilson Human Capital Group, Inc. (“Wilson”) we are committed to ensuring the principles of integrity, respect and independence are upheld in all our work, internally and externally. We will use all reasonable efforts to:

- Provide services in a manner that respects the dignity and independence of persons with disabilities;
- Provide persons with disabilities with accessible opportunities to obtain, use or benefit from Wilson’s services;
- Provide reasonable notice to our public about any scheduled changes to, or access to our public spaces;
- Provide accessibility for employees across all stages of the employment life cycle; recruitment and selection, on-boarding, training, individual accommodation plans, workplace emergency plans and displacement; and
- Ensure Wilson’s policies, practices and procedures are consistent with the following core principles set out in the Standard:
  - **Dignity** - Persons with a disability should be treated as valued customers as deserving of service as any other customer.
  - **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
  - **Integration** - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that considers the person’s individual needs.
  - **Independence** – Goods and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first attempting to get the permission of the person with a disability

## Definitions

As defined in the Accessibility for Ontarians with Disabilities Act:

- **“Barrier”** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. There are 5 types of barriers
  - **Physical or Architectural:** any feature of the built environment that impedes the ability of a person with a disability to move about and access goods, services, or facilities. This can include obstacles such as steps, narrow doorways, lack of ramps or elevators, inadequate signage, or any other structural elements that hinder accessibility for individuals with disabilities.
  - **Informational or Communicational:** any obstacle that prevents individuals with disabilities from accessing information or communicating effectively. This can encompass various forms of communication, such as written, verbal, electronic, or multimedia formats.
  - **Technological:** any obstacle that prevents individuals with disabilities from accessing or using technology effectively. This could include barriers related to hardware, software, digital content, or any other technological tools or systems.
  - **Organizational:** any policies, practices, or procedures within an organization that impede the full participation and inclusion of individuals with disabilities. Examples could be a lack of awareness of accessibility requirements among staff, inaccessible hiring practices, failure to provide appropriate training, and more.
  - **Attitudinal:** any negative attitudes, stereotypes, or biases that individuals may hold towards people with disabilities. These attitudes can contribute to discrimination, exclusion, or marginalization of individuals with disabilities in various aspects of society, including employment, education, housing, and public services.
- **“Disability”** means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; or a condition of mental impairment or developmental disability, a learning disability or dysfunction, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.

## Recent Accessibility Accomplishments

Wilson has successfully implemented the below initiatives or taken the following steps to ensure accessibility for employees and customers:

- **Customer Service**
  - Developed this multi-year Accessibility Plan
  - Developed and implemented a Global Code of Conduct that outlines the expectations for our organization to operate in an ethical and collaborative manner
- **Information and Communication**
  - Updated all websites to ensure that they are WCAG 2.1 compliant Level AA
  - Created and offered various methods for our customers and employees to provide feedback and receive a timely response to that feedback
- **Employment**
  - Developed an internal Global AODA policy

- Implemented an inclusive leave of absence return to work process that facilitates individual accommodation plans for those who require them in order to return to work
- Revised all performance management and career development processes to take into account the individual needs of the employee and any barriers to success that they may be experiencing
- **Training**
  - Upon hire, all new Wilson employees are required to complete training that reviews the requirements of AODA for Customer Service, the Integrated Accessibility Standards (IAS), and Ontario’s *Human Rights Code*
  - Maintained annual employee participation in the completion of a refresher training on the requirements of AODA for Customer Service, the Integrated Accessibility Standards (IAS), and Ontario’s *Human Rights Code*.
  - All employees completed a training on the Wilson DNA standards, which outline the core values and characteristics

## Actions Planned for 2024-2028

To continue to better serve those around us, Wilson is committed to placing inclusivity and accessibility at the forefront of everything we do. We strive to do so by implementing the following initiatives:

<b>Customer Service</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2028</b>
Wilson will make all reasonable efforts to provide services in a manner that respects the dignity and independence of persons with disabilities, and to ensure our policies, practices, and procedures are consistent with our core principles of dignity, equality of opportunity, integration, and independence.	✓				
<b>Information and Communication</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2028</b>
In consultation with those with disabilities, we will work to identify accessible methods and formats of communication that we can provide for internal communications, public publications, and advertisements. If an alternative format is required, Wilson will provide or arrange for the provision of accessible formats upon request where applicable.	✓				
<b>Employment</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2028</b>
To provide an inclusive hiring process, all employment advertisements will be barrier-free and in plain language. If a selected applicant requests an accommodation, Wilson shall consult with the applicant to provide or arrange for a suitable accommodation that considers their needs.	✓				

Training	2024	2025	2026	2027	2028
Wilson will provide our leaders and employees training on how to interact with and communicate with persons with various types of disabilities, how to use equipment or devices made available to assist persons with a disability, and what to do if a person with a disability is having difficulty accessing our services. Wilson will maintain records of the dates when training is completed and the individuals who completed training.	✓				

## Contact Information

Our accessibility plan is made publicly available at [wilsonhr.com](http://wilsonhr.com).

Accessible formats of this plan can be made available upon request using the below contact information.

If you have any questions or comments on Wilson’s accessibility plan, you can reach out to us by:

- **Email:** [people.culture@wilsonhr.com](mailto:people.culture@wilsonhr.com)
- **Phone:** 813-600-4303

## Document History

Version	Revision Date	Reviewed By
1.0	March 22, 2024	Max Merinov
2.0	November , 2024	Melissa Soares