



**NOVAMODUS SOLUTIONS INC.'S**

**ACCESSIBILITY COMPLIANCE PLAN AND POLICY**

**AUGUST 13, 2024**

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# 1. Novamodus' AODA Statement of Commitment

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## Statement of Organizational Commitment

**Novamodus Solutions Inc. ("Novamodus")** is committed to fostering an equal and accessible environment for all our clients, employees, and stakeholders. We understand that it is our responsibility to establish a barrier-free environment so that everyone can access our services and information independently and with dignity.

In alignment with the **Accessibility for Ontarians with Disabilities Act (2005)**, and the **Integrated Accessibility Standards Regulation (IASR)**, Novamodus Solutions Inc. is dedicated to meeting the accessibility needs of individuals with disabilities. This commitment is not only a legal obligation but also a reflection of our core values.

## Our Commitments

### 1. Awareness and Training

- We ensure that all employees involved in hiring, managing, and developing policies are aware of the about the **Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act, 2005**.
- We provide training for employees on the **Ontario Human Rights Code's** provisions regarding individuals with disabilities as well as **Ontario's accessibility laws**. Each employee's unique duties are taken into account while designing this training, which guarantees that they can effectively satisfy the needs of people with disabilities.

### 2. Employment Practices

- Our recruitment, candidate evaluation, and selection processes are designed to provide accommodation as needed. We make accommodations known to all workers and candidates at every step of the hiring process.
- For workers who require them, we create and carry out individualized workplace accommodation plans, making sure they are private and easily accessible.

### 3. Accessible Customer Service:

- We are dedicated to offering services in a way that upholds the autonomy and dignity of people with disabilities. We regularly evaluate and update our policies and procedures to make sure they adhere to the Customer Service Standard.
- Upon request, We are able to provide accessible formats and communication supports

### 4. Information and Communication:

- Novamodus Solutions Inc. is dedicated to assisting individuals with impairments with their communication needs. To guarantee that all information is accessible to everyone, we shall, upon request, offer accessible formats.

## Conclusion

Novamodus Solutions Inc. believes in the importance of creating a safe, dignified, and welcoming environment for everyone. Our dedication to accessibility is a reflection of our commitment to fostering a diverse and inclusive workplace and community. We will continue to meet and exceed our accessibility responsibilities under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and we invite everyone to join us in this ongoing journey towards a more accessible environment.

## Useful Links

- [Novamodus' Accessibility Policy](#)
- [Novamodus' Multi-year Accessibility Plan 2024-2029](#)
- [Accessibility Feedback Form](#)

*For more information, please contact us at (289) 409-8506 or [solutions@novamodus.com](mailto:solutions@novamodus.com).*

## 2. Novamodus' Accessibility Policy

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### Training

Novamodus is dedicated to putting procedures in place to guarantee that all its employees and anyone providing services on behalf of the company receive the training mandated by the Act and Regulations in Ontario's accessibility laws concerning their roles and provisions of the Ontario Human Rights Code pertaining to individuals with disabilities. New employees will also be trained, and all staff will receive updated training when accessibility policies change.

### Feedback Process

Feedback regarding the way that Novamodus Solutions Inc. provides services to persons with disabilities can be made in the following ways:

- Through Our Website: Use the online feedback form available at [Novamodus.com](http://Novamodus.com), where you can submit your comments or concerns.
- In Person: Visit our office locations, where our staff will be happy to assist you in providing feedback.
- By Phone: Call us at [phone number], and our representatives will document your feedback.

All feedback will be reviewed, and where applicable, we will take appropriate action to address any issues. We value your feedback in order to improve our accessible services as we are dedicated to ongoing improvement.

Assistive Devices

Communications

Service Animals

Support Persons

Notice of Temporary Disruption

Self-Service Kiosks

Recruitment

Information and Communications

Employment

Design of Public Spaces

Changes to Existing Policies

## 3. Novamodus' Multi-Year Accessibility Plan 2024-2029

**Must Renew every 5 years and Post on website**

### Message from the CEO

*(A personal message from your CEO illustrates the importance the leadership of your organization places on accessibility. You may want to include a specific achievement, success story or best practice that demonstrates your organization's leadership in implementing accessibility initiatives. You may also want to incorporate the statement of commitment to accessibility into this message.)*

### Introduction and Statement of Commitment

#### Customer Service

#### Information and Communications

#### Employment

#### Procurement

#### Self-service Kiosks

#### Training

#### Design of Public Spaces

#### Transportation

### Additional Information

For more information regarding Novamodus' Accessibility Policy \_\_\_\_

### General Requirements

Accessibility Requirement	Action Requirement	Compliance Due Date	Status
Establishment of accessibility policies	Develop policies and multi-year accessibility plan, including statement of organizational commitment	January 2014	
Training on IASR and the Human Rights Code	Train all employees, volunteers, policy developers, those providing services on behalf of Novamodus on Ontario's accessibility laws and the Human Rights Code	January 2015	

### Information and Communications Standards

Accessibility Requirement	Action Requirement	Compliance Due Date	Status
Feedback Process	Review of feedback processes	January 2015	

Accessibility Requirement	Action Requirement	Compliance Due Date	Status
Accessible formats and communication support	Provide accessible formats and communication supports	January 2016	As required
Accessible websites and web content	Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A	January 2014	
	Make all Internet website and web content conforms with WCAG 2.0 level AA	January 2021	

### Employment Standards

Accessibility Requirement	Action Requirement	Compliance Due Date	Status
Recruitment, assessment and selection processes	Notification about accommodation for applicants with disabilities	January 2016	
	Provide suitable accommodation that considers the applicant's accessibility needs due to disability	January 2016	As required
	Notify public regarding availability of accommodation	January 2016	
Workplace emergency response information	Develop workplace emergency plans for employees with disabilities	January 2012	As required for employees
Documented individual accommodation plans	Inform employees accommodations are available to assist in performing their duties	January 2016	As required for employees
	Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability	January 2016	As required for employees
	Develop form for documenting individual accommodation plans	January 2016	
	Review returns to work process to ensure compliance	January 2016	
Performance management process	Performance management to consider the employee's accessibility needs	January 2016	As required for employees
Career development and advancement	Career development and succession planning which considers the employee's accessibility needs	January 2016	As required for employees
Redeployment	Redeployment process to take into account the employee's accessibility needs	January 2016	As required for employees

**Customer Service Standards**

Accessibility Requirement	Action Requirement	Compliance Due Date	Status
Develop Feedback Form	Develop feedback form and process	January 2012	
Accessible Forms	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	January 2016	As requested
Provide Accessible Website	Ensure website and contents are accessible	January 2021	

*This document was reviewed and updated on August 15, 2024*