



DART Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2017 to 2022 accessibility plan outlines the policies and actions that Dart Aerospace will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

DART Aerospace believe in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

- **Customer Service**

DART is committed to excellence in serving all customers including people with disabilities. DART complied with the AODA's Customer Service Standard with the following initiatives that were implemented as of January 1, 2012, and are ongoing:

- An accessibility policy was put in place so DART's employees and customers can know what to expect.
- DART's staff is trained to serve customers of all abilities.
- A written record of accessibility training provided by DART is maintained.
- Service animals and support persons are welcomed on all DART premises.
- Accessible ways for people to provide feedback on how DART provides goods and services to people with disabilities was made available.

- **Information and Communications**

DART currently provides accessible formats and communication supports for persons with disabilities upon request. DART provides notice to the public of this availability and consults with the person making such a request to determine the suitability of an accessible format or communication support.

As well, DART is working towards ensuring all new DART web content be built to meet the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0



standard. DART is committed to ensuring all DART internet websites and web content conform with Level AA of the WCAG 2.0 by January 1, 2021 as required by the AODA's Information and Communications Standard.

- **Policies and Training**

DART has and will continue to implement policies and initiatives in accordance with the AODA by taking the following steps:

- Implementing policies outlining DART's commitment to accessibility.
- Providing training to DART's employees and volunteers on accessibility and human rights legislation, as it pertains to people with disabilities. (Implemented as of January 1, 2012, and ongoing as new employees/volunteers join the company)

This plan will be reviewed once every five years.

- **Employment**

In accordance with the AODA's Employment Standards, DART implemented the following initiatives:

- Ensure DART's employment processes for hiring, retention and career development are accessible.
- Document DART's processes for developing individual accommodation plans and return-to-work plans.
- Provide individualized workplace emergency response information to employees who have a disability.

- **Accessibility Plan Review**

This multi-year Accessibility Plan will be reviewed and updated at least once every five (5) years. The current Accessibility Plan will be reviewed, and updated as appropriate, no later than January 1, 2022.

- **Feedback**

In 2012, DART ensured it had accessible ways to receive and respond to feedback. DART will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will respond to feedback promptly.

DART submitted its latest accessibility compliance report confirming compliance with its accessibility obligations as of December 20, 2017.

For more information on this Accessibility Plan, please contact:



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Upon request, a copy of this Accessibility Plan will be provided in an accessible format free of charge.