



Multi-Year Accessibility Plan

2024

Any questions or feedback concerning the accessibility of services, or requests for alternate formats of this document and others, can be directed to Adastra Corporation's Joint Health and Safety Team:

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Table of Contents

1 INTRODUCTION2

2 STATEMENT OF COMMITMENT.....2

3 MULTI-YEAR ACCESSIBILITY PLAN (MYAP)2

3.1 CUSTOMER SERVICE2

3.2 INFORMATION AND COMMUNICATION STANDARDS.....3

3.3 TRAINING AND AWARENESS.....3

3.4 EMPLOYMENT STANDARDS.....3

3.5 OTHER4

4 FEEDBACK AND ACCESSIBLE FORMATS.....4

1 Introduction

Adastra Corporation operates as an equal opportunity employer and recognizes the value and importance of a workforce that supports the requirements mandated by the Federal and Ontario Provincial Government of Canada, surrounding workplace interaction and individuals with disabilities. In accordance with the Integrated Accessibility Standards Regulations (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA), Adastra Corporation establishes, implements, and maintains a Multi-Year Accessibility Plan (MYAP) that outlines our efforts to prevent and remove barriers for persons with disabilities.

2 Statement of Commitment

At Adastra Corporation, we understand the importance of equal integration, independence, dignity, and respect of all persons. As such, we are dedicated to identifying, removing, and preventing barriers, enabling an accessible environment for our clients, current and potential staff, visitors, those we conduct business with, as well as anyone looking to communicate with us.

Furthermore, Adastra Corporation recognizes the importance of inclusivity and acknowledges that its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) complements the responsibilities outlined in the Ontario Human Rights Code and obligations pertaining to individuals with disabilities. As such, we are dedicated to upholding its commitments in accordance with all relevant legislation and regulations.

3 Multi-Year Accessibility Plan (MYAP)

In pursuit of our Statement of Commitment and compliance, Adastra Corporation continually develops, implements, and enforces policies and procedures that promote a safe, respectful, accessible, and inclusive environment for all.

The Adastra Corporation MYAP focuses on our initiatives with respect to:

- Customer Service Standards
- Information and Communications Standards
- Training and Awareness
- Employment Standards
- Other

3.1 Customer Service

The Commitment:

Adastra Corporation is committed to providing services in a manner that upholds the principles of equality, independence, dignity, and respect for people with disabilities, ensuring that all individuals have equal opportunities to access our services and facilities. This commitment will be achieved through the creation, implementation, and ongoing maintenance of accessibility policies, practices, and procedures.

The Actions:

- Adastra Corporation has developed and implemented Accessibility Policies, Procedures, Accommodation Plans, and the MYAP, all of which undergo continuous maintenance
- Adastra Corporation ensures that all staff and volunteers undergo appropriate Accessibility training. Avenues for questions, feedback, and requests for more information are available
- Adastra Corporation encourages individuals with disabilities to use their own assistive devices, support persons, or service animals when needed

- Adastra Corporation provides notices of any disruptions to services or facilities
- Adastra Corporation has established a process for receiving and responding to feedback
- Upon request, Adastra Corporation provides this and other documents in accessible formats

3.2 Information and Communication Standards

The Commitment:

Adastra Corporation is committed to meeting the access to information and communication needs of people with disabilities.

The Actions:

- Adastra Corporation ensures that our web content conforms the World Wide Web Consortium Web Content Accessibility Guidelines
- Adastra Corporation's feedback processes are available in a variety of formats
- Adastra Corporation provides notices, and other documents in accessible formats, based on requests

3.3 Training and Awareness

The Commitment:

Recognizing the value of awareness, Adastra Corporation is committed to providing staff, volunteers, and policy developers with appropriate accessibility training.

The Actions:

- Adastra Corporation has developed and implemented comprehensive accessibility training
- Adastra Corporation mandates that all staff and volunteers' complete accessibility training as part of their onboarding process, and as needed thereafter
- Completion of training is accurately documented

3.4 Employment Standards

The Commitment:

Adastra Corporation is an equal opportunity employer and is committed to fair, respectful, and equitable employment practices. This commitment extends to fair hiring practices, return-to-work policies, individual accommodation, as well as performance management support.

The Actions:

Recruitment

- Adastra Corporation specifies that equal opportunities exist, regardless of age, sex, disability, race, ethnic origin, citizenship, creed, sexual orientation, marital status, or any other ground as described in the Ontario Human Rights Code
- Adastra Corporation welcomes job applications in various formats
- Upon request, Adastra Corporation will provide accommodation during the hiring process

Return-to-work and Accommodation Plans

- Adastra Corporation developed a return-to-work framework that implements individual return-to-work plans based on functional abilities
- For staff requiring accommodation without taking leave, Adastra Corporation developed a workplace accommodation framework that implements individualized workplace accommodation plans based on unique needs

Performance Management, Career Development, and Redeployment

- Adastra Corporation has established procedures and accommodations to assist in the redeployment of staff after leave, ensuring that individual limitations and restrictions due to disabilities does not negatively implicate performance considerations, opportunities for development, and advancements

3.5 Other

The Commitment:

Adastra Corporation is dedicated to continuously evaluating and updating policies and procedures to eliminate barriers to accessible services. This commitment includes being aware of future developments. While certain standards may not currently apply to Adastra Corporation, the company pledges to comply with these standards if they become relevant to future plans.

4 Feedback and Accessible Formats

Adastra Corporation encourages feedback and welcomes any contributions that support or improve our continuous efforts in maintaining accessibility. If you have questions or feedback about the accessibility of Adastra Corporation's services, or if you require an alternate format of the MYAP or any other document, please contact our Joint Health and Safety Team:

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