diamond tree care & consulting inc.
www.diamondtreecare.ca

AODA COMPANY STANDARD

DATE OF ISSUE: DECEMBER 8, 2023

CREATED BY: ALANA CRESS

REVIEW/REVISE DATE: DECEMBER 2027

APPROVED BY: DALE MENKEN

LOCATION: ALL DTC LOCATIONS, WORKSITES, WORKPLACES, AND YARDS

PURPOSE:

The purpose of this standard is to outline the policies and procedures in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) standards and requirements. Diamond Tree Care & Consulting Inc. recognizes the Government of Ontario's initiative in making Ontario more accessible for individuals with disabilities. Diamond Tree Care & Consulting Inc. will create, implement, and maintain policies and frameworks in accordance with the AODA and the Integrated Accessibility Standard Regulation (IASR).

SCOPE

This standard will apply to all Diamond Tree Care & Consulting Inc. worksites, locations, yards, and workplaces. Though Diamond Tree Care & Consulting Inc. does not have a public space or a public facing office, the company recognizes that there is still a need to be able to offer accommodations for individuals including employees and clients. As the company operates as a service provider, it is a possibility that clientele may have disabilities, which may require modifiers, accommodations or alternatives in order to receive services. Diamond Tree Care & Consulting Inc. is committed to providing the best service experience possible, and provide additional considerations as needed.

POLICIES AND PROCEDURES

Diamond Tree Care & Consulting Inc. is committed to providing its services to all Ontarians, including accommodations and alternatives, as required. In consultation with the AODA and IASR, the following policies and standards will be implemented and maintained:

ACCESSIBILITY POLICY

Diamond Tree Care & Consulting Inc. is committed to ensuring equal access and participation for people with disabilities. Diamond Tree Care & Consulting Inc. is committed to treating individuals with disabilities in ways that maintain dignity and independence. The company will ensure that barriers to accessibility will be removed or prevented in order to meet accessibility requirements under the AODA and Ontario's Accessibility Laws, and ongoing obligations under the Ontario Human Rights Code. Diamond Tree Care & Consulting Inc. is committed to excellence in providing services to all customers including those with disabilities. The Accessible Customer Service Standard is consistent with the principles of dignity, integration, independence, and equality of opportunity for individuals with disabilities.

Diamond Tree Care & Consulting Inc. is committed to providing adequate training to all employees in accessible customer service and other Ontario Accessibility Standards, and aspects of the Ontario Human Rights Code that relate to individuals with disabilities. The focus of training will be in communication with individuals with disabilities, given the 'hands-off' nature of tree services. Training may include:

- ✓ The purpose of AODA and the requirements of Customer Service Standards
- ✓ Internal policies relating to Customer Service Standards
- ✓ Interaction and communication with individuals with various disabilities, including those who use assistive devices
- ✓ Protocol for assisting individuals who are having difficulty in accessing company services

Diamond Tree Care & Consulting Inc. will ensure that communications with clients with disabilities will be in the form that best suits their needs and can include phone calls, emails/text, letters, etc. and will provide further accommodation or alternatives upon request.

INFORMATION & COMMUNICATION STANDARD

Diamond Tree Care & Consulting Inc. recognizes the need to give all people an equal chance to access services and engage with the company. Accessible, or alternative, formats and communication supports will be available upon request for individuals with disabilities.

Alternative formats may include: large print, accessible digital file formats, audio, or text transcripts, etc. Diamond Tree Care & Consulting Inc. works to ensure that all clients are comfortable with the information sharing process, and work with whichever method clients prefer for communication. In many cases, clients are accommodated by phone or email/text/written mail for communications. Other formats will be made available, upon request.

Should a format not be possible to offer, Diamond Tree Care & Consulting Inc. will provide explanation as to why, and provide the closest alternative format.

Accessible Feedback Processes

Clients, employees, or other persons may provide feedback or input about communication formats by phone, email, written letter, or through the company website. Additional formats will be made available upon request. Additional supports upon request may include documents with large print, a created feedback form, etc.

All feedback will be received and addressed within 5 business days in the same form in which they were received. Most feedback will be addressed by the management team, including all complaints, praise, constructive suggestions, etc.

Diamond Tree Care & Consulting Inc. ensures the feedback process is accessible to persons with disabilities by providing or arranging accessible formats and communication supports, on request.

Emergency Procedures, Plans, and Public Safety Information

While Diamond Tree Care & Consulting Inc. does not offer any public spaces or services on site, the company recognizes that persons with disabilities may enter the space as an authorized visitor. Authorized visitors will be accompanied by a Diamond Tree Care & Consulting Inc. employee, who will be able to support emergency procedures and plans as needed. Should there be greater need for posted or accessible emergency information, more will be made available in the appropriate format.

Websites and Web Content

Diamond Tree Care & Consulting Inc. recognizes the importance of having an accessible web presence. Diamond Tree Care & Consulting Inc. will create and maintain a website that is compliant with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. This will result in the website being compatible for computers or mobile devices that work differently to accommodate disabilities, including speech recognition software, screen reader software, or screen magnification software.

EMPLOYMENT STANDARD

Diamond Tree Care & Consulting Inc. recognizes the requirements to make the workplace accessible to potential or current workers with disabilities.

Recruiting and Hiring

Diamond Tree Care & Consulting Inc. will ensure that applicants are aware that accommodations are available upon request. This will be done as part of the job posting. This would include accommodations for the interview or assessment processes.

If a selected applicant makes a request, the employer will work with the applicant to provide appropriate and reasonable accommodation. When making an offer of employment, Diamond Tree Care & Consulting Inc. will notify the successful candidate of the accommodation policies. Requests for accommodation are expected to be made as early as reasonably possible. Should there need to be a change of workplace policy on accommodation, the company will notify all workers.

Information and Communication Supports

Accommodations may involve the methods in which an employee receives and processes information. Accessible formats of documents, communication supports, and other alternatives may be used to assist in accommodation for information that is integral to the employee's work and all other information that may be made available to other employees.

Individual Accommodation Plans

Should an employee require accommodation, Diamond Tree Care & Consulting Inc. will collaborate with the employee to develop appropriate and reasonable accommodations, and will be based on a clearly written process. The process will include:

- ✓ How the employee requesting accommodation will take part in developing the plan
- ✓ Assessments on an individual basis
- ✓ By request, a third party to be a part of the process, including a representative from the workplace
- ✓ By request, an employer required evaluation by an outside medical expert to assist in determining if and/or how accommodation can be achieved.

The plan and process may also include:

- ✓ Steps to protect confidentiality

- ✓ Plan review strategy and frequency
- ✓ Explanation of why the individual accommodation plan was denied, if applicable
- ✓ How the plan will be provided in an accessible format to the employee

Performance Management and Career Development

Diamond Tree Care & Consulting Inc. will ensure that employee performance, management, and career development processes are accessible. This will include how the feedback is provided. Employees will be able to access documents, coaching, and feedback in the methods that are suitable based on their individualized accommodation plan. This includes if employees with disabilities are promoted or transferred to new positions.

Individualized Emergency Response Plans

If an employee requires assistance in the case of an emergency, an individualized emergency response plan will be created. The plan will detail how help or accommodation will be provided and made as soon as reasonably possible. The plan will be modified, as needed, reflecting changes to location. The individualized emergency response plan will be reviewed regularly alongside the review of the general emergency procedure to ensure that all employees are included in changes to plans.

Return to Work Process

All employees requiring an individualized Return-to-Work plan will consult the Return-to-Work Standard and accompanying program documents.

PUBLIC SPACES

Diamond Tree Care & Consulting Inc. does not offer any public spaces at this time. Should this change in the future, Diamond Tree Care & Consulting Inc. will ensure that all reasonable accommodations are made to the space. This would include accessible parking, access routes, counters and queue lines, and waiting areas. Additionally, notice for service disruption would be posted publicly. Notice of disruption for goods, services, facilities would include the reason for the disruption, the anticipated duration and a description of available alternative facilities or services.

CUSTOMER SERVICE STANDARD

Diamond Tree Care & Consulting Inc. recognizes the need to ensure that all services are accessible to customers with disabilities. All of Diamond Tree Care & Consulting Inc.'s services are performed at the customers' residences or properties. There are very little points of interaction with the clients that would require accommodation on site. All crew members will

receive AODA training to help in their delivery of customer service and help ensure that dignity is maintained during any onsite communications. During the quoting and invoicing process, all organizational or information/communication barriers will be addressed on an individual basis. The individual is required to provide information about the disability, including how to best communicate with them: email, text, phone call, written, etc.

Crew members and staff will be trained on how to interact with customers who have disabilities, including receiving and responding to feedback about accessibility.

ROLES & RESPONSIBILITIES

SENIOR MANAGEMENT

- Participate in the review process of AODA standard.
- Ensure the AODA standard and supporting policies are regularly maintained and reviewed.
- Provide sufficient support and resources to ensure that the standard, policies, programs, and accommodations can be fulfilled and satisfied.

CREW LEADS/SUPERVISORS

- Participate in workplace conversations and discussions surrounding AODA, including AODA standards within the workplace and on site.
- Ensure all crew members are abiding by AODA standards both at the workplace and on the work sites.
- Abide by AODA standards.
- Participate in individualized accommodation plans, as required.
- Ensure that any crew member under their supervision that has an individualized accommodation plan is receiving appropriate and prescribed accommodation as per the plan.
- Provide feedback on AODA standards, with a focus on improvement.
- Participate in AODA training modules, safety talks, etc.

EMPLOYEES

- Participate in workplace conversations and discussions surrounding AODA, including AODA standards within the workplace and on site.
- Abide by AODA standards.
- Participate in AODA training modules, safety talks, etc.
- Participate, where applicable, in colleagues individualized accommodations to help ensure accessibility and accommodation.
- Ensure that AODA standards are upheld on site while working for a client/customer who requires accommodation or alternative communications, etc.

HUMAN RESOURCES/RECRUITMENT

- Ensure the AODA standard is upheld, maintained, followed, and reviewed.
- Ensure sufficient and reasonable accommodation strategies are implemented for those who require individualized accommodation plans.
- Facilitate the conversation and discussion between management and the employee requiring and individualized accommodation plan.
- Assist in the development of the individualized accommodation plan, Return-to-Work, follow ups, etc.
- Ensure AODA standards are upheld in the recruiting and hiring process.

COMMUNICATION

This program will be communicated to all employees through safety meetings, with annual reviews. Employees will be given the opportunity to participate, engage, and discuss this program and any future possibilities at the company. Changes to this program, policies, AODA, individualized plans, etc. will be communicated to employees.

TRAINING

All employees at Diamond Tree Care & Consulting Inc. will receive AODA training. In addition to the online training, employees will receive further training through safety meetings. These meetings will be specific for clients/customers and working and communicating on site.

Crew members will receive additional training, as needed, for individualized accommodation programs that are under their supervision, or impact the nature of their work or workplace experience.

Additional training for individualized plans relating to onsite experience, emergency protocol, etc. will be provided on an as needed basis.

Employees with disabilities will receive training on assistive devices, as needed, as outlined in an individualized accommodation plan or Return-to-Work plan.

ADDITIONAL DOCUMENTS

- Multi-Year Accommodation Plan

REVISION HISTORY

Version	Date	Revision Description/Summary of Changes	Author
1	December 8, 2023	Creation of Standard	Alana Cress

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MULTI-YEAR ACCESSIBILITY PLAN

DATE OF ISSUE: DECEMBER 15 2023 **CREATED BY:** ALANA CRESS

REVIEW/REVISE DATE: DECEMBER 2028 **APPROVED BY:** DALE MENKEN

LOCATION: ALL DTC LOCATIONS, WORKSITES, WORKPLACES, AND YARDS

PURPOSE

Diamond Tree Care & Consulting Inc. recognizes the importance of having a Multi-Year Accessibility Plan designed to outline what steps will be taken to prevent and remove barriers to accessibility. Diamond Tree Care & Consulting Inc. will have this plan accessible in multiple forms, and will review the plan at least once every five years.

PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Diamond Tree Care & Consulting Inc. recognizes that accessibility is important for maintaining a healthy workplace and providing excellent service to clients. Over the years, Diamond Tree Care & Consulting Inc. has provided numerous accommodations to individuals within the workplace, as well as clients.

Internal

Over the years, Diamond Tree Care & Consulting Inc. has provided numerous employees with various accommodations. Examples of some of the accommodations provided were: extra time and work flexibility to accommodate medical appointments, individualized return to work plans

following injuries or surgeries, light duty to facilitate return to work plans, appropriate work assignments for individuals with physical disabilities, etc.

Diamond Tree Care & Consulting Inc. also recognizes that learning disabilities can also impact employees who are pursuing career advancement and professional development. To assist and accommodate these employees, Diamond Tree Care & Consulting Inc. offers small study groups to help learning and development of various arboricultural best practices and exam study prep. Diamond Tree Care & Consulting Inc. works with each employee to ensure that professional development goals are planned and practical with accommodations provided as needed.

External

Diamond Tree Care & Consulting Inc. works with thousands of clients within a year, with some who may require accommodations or special considerations. Customer Experience is paramount at Diamond Tree Care & Consulting Inc., which allows the team to provide accommodation to ensure that clients are able to access services and communicate in methods that best work for them.

In recent years, Diamond Tree Care & Consulting Inc. has increased methods in which clients are able to reach out to receive quotes for work, communicate with the team, and make payments. Clients are able to communicate with us by phone, email, text, letter, etc. in order to receive quotes or make payments. Diamond Tree Care & Consulting Inc. respects each client's requests to maintain communication through certain channels in order to ensure that clients are included and respected in their requests.

STRATEGIES AND ACTIONS

This plan will be reviewed every five years and may be subject to additional, more frequent reviews, as appropriate. Diamond Tree Care & Consulting Inc. will amend as necessary to ensure that accurate information and plans are provided, including and required changes as the AODA continues to change. Below are the strategies and actions that Diamond Tree Care & Consulting Inc. will implement over this active period:

Customer Service

Diamond Tree Care & Consulting Inc. is committed to providing accessible customer service to people with disabilities. This includes providing services to people with disabilities with the same high quality and timeliness as others. This is accomplished by providing AODA training for all employees, with yearly refresher training, scenarios and industry-specific training to ensure employees are equipped with appropriate and effective approaches. Diamond Tree Care &

Consulting Inc. will look to stay current with any changes in approach that would benefit both the company and clients served.

Information and Communication

Diamond Tree Care & Consulting Inc. is committed to offering information and communication that is accessible to people with disabilities. Diamond Tree Care & Consulting Inc. will ensure that care is taken while creating and offering alternative formats of information, on request. The company will also be committed to ensuring that the methods are available to clients within a reasonable time from request, from 1-2 business days. Should more time be needed for providing information, Diamond Tree Care & Consulting Inc. will offer explanation as to why there is a delay for providing the information.

Diamond Tree Care will commit time to review methods of providing information and look for ways to make this more effective and efficient for clients who require alternative formats.

Employment

Diamond Tree Care & Consulting Inc. is committed to fair and accessible employment practices. The company is committed to continuing to improve the process for receiving accommodation, as needed, and improve channels in which employees and candidates may go through.

Diamond Tree Care & Consulting Inc. plans to ensure that any platform where job postings are active will contain updated information about accessible recruiting practices and how to request accommodations, including accessing the job posting, interview accommodation, and understanding the accommodation policies within the company.

Diamond Tree Care & Consulting Inc. will actively review all applications to the company and interview appropriate and qualified candidates. Candidates will be requested to interview and at such time, may request accommodation.

Diamond Tree Care & Consulting Inc. will continue to provide resources internally to ensure that employment standards meet and exceed the requirements as set out in the AODA and ensure that processes are more accessible, efficient, and effective for all parties involved.

INFORMATION

For more information on this accessibility plan, or to request standard and accessible formats of this document, please contact:

Alana Cress or Tara Meisner

(905) 878-6444

hello@diamondtreecare.ca

This accessibility plan is publicly posted at diamondtreecare.ca

REVISION HISTORY			
Version	**Date**	**Revision Description/Summary of Changes**	**Author**
1	December 12, 2023	Creation of Accessibility Plan	Alana Cress