



**NANOWAVE TECHNOLOGIES INC.**

**Multi- Year Accessibility Plan for  
Nanowave Technologies Inc.  
Published March 3, 2017  
Reviewed and Updated  
January 9/2018**



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## NANOWAVE TECHNOLOGIES INC.

The **Accessibility for Ontarians with Disabilities Act (AODA)** was passed in 2005 by the Government of Ontario the (AODA). It is the goal of the Ontario government to make Ontario accessible by year 2025. The Integrated Accessibility Standards Regulations (IASR) under the AODA requires that effective January 1, 2014 Nanowave Technologies Inc. shall establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers for persons with disabilities and to meets its requirements under the IASR. The Act applies to every person or organization in the public and private sectors of the Province of Ontario.

### **Statement of Commitment**

Nanowave Technologies Inc. is committed to our multi-year accessibility plan, outlined below. This plan describes our strategy to identify, remove and prevent barriers for persons with disabilities. This accessibility plan will outline the policies and actions that Nanowave Technologies Inc. will put in place to improve opportunities for all.

Our accessibility plan is posted on our Nanowave Technologies Inc. website and will be provided in an accessible format upon request.

### **Customer Service Standard**

Nanowave Technologies Inc. has been in compliance with the AODA Accessible Customer Service Standard since January 1, 2012 and will update our accessibility plan at least once every five years.

### **Provide Accessible Customer Service**

#### Assistive Devices:

Nanowave Technologies Inc. will ensure that our staffs is trained and familiar with various assistive devices we have on site or that we provide that may be used by persons with disabilities while accessing our goods and services.

#### Communication:

Nanowave Technologies Inc. will continue to provide instructions on verbal and non-verbal communication to people with disabilities in such way that we will take into account their disability.

#### Service Animals:

Nanowave Technologies Inc. will continue to welcome service animals. Services animals are allowed in those areas of our premises that are open to the public. If an animal cannot be identified as a service animal, documentation from a regulated health professional may be requested.

#### Support Persons:

Nanowave Technologies Inc. will accommodate and accept person with disability who is accompanied by a support person. This person will be allowed to have the support person accompany them on the premises. The support person will be charged neither fees nor fares. Procedural consultation will be conducted with the person of disability to understand their needs for health and safety reasons as well as to adhere to the health and safety of the support person.

#### Notice of Temporary Disruption:

Nanowave Technologies Inc. will continue to notify person with disability of unexpected disruptions to service or facility. Persons with disability will be notified promptly. A clearly posted notice which includes reason for the disruption, anticipated length of disruption, and alternate actions will be made available at the front entrance of Nanowave Technologies Inc. as well as on any affected devices. Efforts will continue to be made for alternate arrangements to provide service to people with disability.

#### Training:

Nanowave Technologies Inc. will continue to provide relevant training about the provision of its goods and services to persons with disabilities, volunteers and others. Training will be provided continuously and in connection to changes in the policy. Training will also be demonstrated in the New Hire Orientation.

#### **Feedback Process:**

Customers who would like to provide feedback on the way Nanowave Technologies Inc. provides goods and services to persons with disabilities or our compliance with AODA can email Nanowave Technologies Inc. at [feedback@nanowavetech.com](mailto:feedback@nanowavetech.com).

All feedback, including complaints will be sent and addressed by the Human Resources Manager. All feedback will be responded to in a timely manner with a response period of ten days.

**Required Legislative Compliance: January 1, 2012 Implementation Timeframe: June 2011 – January 1, 2012 Completion Date: January 1, 2012**

## **INTEGRATED ACCESSIBILITY STANDARDS**

### **GENERAL**

#### **1. Training**

- Nanowave Technologies Inc. developed and implemented a training program for employees who demonstrate procedures and practices pertaining to the provisions of goods and services to our customers through on-line training modules and educational assistance from Human Resources.

#### **Action Plan:**

- Develop appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities.
- Provide training as soon as practicable to all employees, volunteers and other persons who provide goods, services and facilities on Nanowave Technologies Inc.

behalf and persons participating in the development and approval of Nanowave Technologies Inc. policies.

- Review of the purpose of the Act and its requirements.
- Instructions on how to interact and communicate with individuals with various types of disabilities.
- Instructions on how to interact with individuals with disabilities who use assistive devices or require the assistance of a service animal or support person.
- Instructions on what to do if a person with disability is having difficulty accessing your services.
- Nanowave Technologies Inc. will ensure that all training resources and materials are compliant with IASR, AODA, and all other applicable legislation and upon request provide accessible or conversion ready versions.

All training will be provided to each person after being assigned their position. Training will be provided on a continual basis as well as when changes to the Act are amended. Nanowave Technologies Inc. will continue to comply with Integrated Accessibility Standards Regulations and the Ontario Human Rights Code as it pertains to persons with disabilities and provide the applicable training as soon as practicable.

**Required Legislative Compliance: January 1, 2015**  
**Implementation Timeframe: June 2013 – January 1, 2015**  
**Completion Date: January 1, 2015 (on-going training as required)**

## **INFORMATION AND COMMUNICATION STANDARDS**

### **1. Emergency Procedure, Plan or Public Safety Information**

Nanowave Technologies Inc. is committed to providing individualized workplace emergency information to our employees who have a disability. Nanowave Technologies Inc. has established a process to encourage employees to provide details of accommodation to the company so that emergency response requirements can be met. Nanowave Technologies Inc. will continue to provide and maintain its premises that of the dignity and independence of persons with disabilities.

#### **Action Plan:**

- The Emergency Response Plan was created by Nanowave Technologies Inc. which became effective January 1, 2012
- Our Emergency Response Plan consists of:
  - Emergency Response Plan Objectives
  - Who the Emergency Response Coordinator is
  - Duties of the Emergency Response Team
  - Deputy Leader of each building
  - Production Leader of each Department/Lab
  - Communications method
  - Warning Systems
  - Control
  - Evacuation Procedures
  - Rally Point
  - Employee Emergency Contact Information

- Emergency Contact Numbers
- Location of Emergency Equipment
- Training of Emergency Response Team
- First Aid Representatives
- Joint Health and Safety Committee
- Outdoor Spills
- Listing and Maps of Fire Extinguisher and Trained Employees on use
- Employee, Contractor, and Visitors Checklist
- Building Map and Escape Plans

The Health and Safety Training and the Emergency Response Plan is required to be reviewed when a new employee is hired as well as throughout employment through additional training deemed necessary by Nanowave Technologies Inc. and required legislation. Our plan is not only made readily available to our employees, but to our visitors. This plan can be made available in an accessible format or with appropriate communication support upon request. This plan will be evaluated and revised yearly or when formalities have changed.

**Required Legislative Compliance: January 1, 2012**  
**Implementation Timeframe: June 2013 – January 1, 2012**  
**Completion Date: January 1, 2012 (continual modifications and revisions)**

2. Feedback, Accessible Formats and Communication Supports
  - Nanowave Technologies Inc. will continue to acknowledge feedback and respond in a timely manner to all requests.

Action Plan:

- Provide a direct contact link to employees, customers and visitors on the Nanowave Technologies Inc. website in which they can submit any issues or concern in terms of accessibility to the public.
- Provide accessible formats and communications supports to all persons with disabilities through our website.
- Provide other formats which will be available upon request.

**Required Legislative Compliance: January 1, 2015**  
**Implementation Timeframe: June 2013 – January 1, 2015**  
**Completion Date: January 1, 2015**

3. Accessible Website and Web Content
  - Nanowave Technologies Inc. will continue to ensure that Nanowave Technologies Inc. website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increasing to Level AA as per the IASR requirements.

Action Plan:

- Optimize Nanowave Technologies Inc. web pages and web content for accessibility according to WCAG 2.0 Level A for any new web content added after January 1, 2014.
- Ensure all new web content posted to existing web pages will comply with the WCAG 2.0 Level A requirements.
- Web content posted will be available in accessible format if requested.
- **By January 1, 2021**, all existing websites and web content will conform with WCAG 2.0 Level AA.

**Legislative Compliance: January 1, 2014**

**Implementation Timeframe: June 2013 – January 1, 2014**

**Completion Date: January 1, 2017**

## EMPLOYMENT STANDARDS

Nanowave Technologies Inc. is committed to fair, equitable and accessible employment practices that attract and retain employees with disabilities. The employment section of the legislation includes:

- Recruitment and Selection
- Interviews
- Notice to Successful Employees
- Informing Employees of Support
- Accessible Formats and Communication Supports
- Accommodation Processes
- Return to Work Processes
- Performance Management
- Career Development and Advancement
- Redeployment

Nanowave Technologies Inc. will review and modify recruitment processes and will notify employees and the public of the availability of the accommodations for applicants with disabilities in the recruitment process. Nanowave Technologies Inc. has achieved these goals on **January 31, 2016**.

Action Plan and Commitment:

*Recruitment and Selection*

- Review, modify and revise existing recruitment policies and procedures.
- Specify the accommodations as part of the recruiting process when scheduling an interview and/or assessment.

*Interviews*

- Selected applicants will be notified that accommodations are available upon request.
- Nanowave Technologies Inc. will consult with the applicant and arrange for suitable accommodations that take into account the accessibility needs of the applicant.

*Notice to Successful Employees*

- Successful applicants will be advised on Nanowave Technologies Inc. policies for accommodating employees with disabilities.
- The policy will be described in a section of the offer letter accommodating employees with disabilities.

*Informing Employees of Support*

- Nanowave Technologies Inc. will inform all employees (previous and new hires) of policies that support employees with disabilities.
- Will inform all employees (previous and new) about job accommodations that take into account employee's needs due to disability.
- Accessibility policies will be provided to employees in their new hire package at the time of orientation. Training will also be provided.
- Will keep employees up to date on changes to the existing policies on accommodations for persons with disabilities.

*Accessible Formats and Communication Supports*

- Nanowave Technologies Inc. will provide and or arrange for suitable accessible formats and communications support for information that pertains to the job and overall workplace.

*Accommodation Processes/Return to work Processes*

- Nanowave Technologies Inc. will design and implement individual accommodation plans for employees with disabilities.
- Will have a documented process for supporting employees who return to work who requested time off due to reasons related to their disability and who require accommodation when they do return to work as well as taking into account other return to work policies and legislation.

*Performance Management/Career Development and Advancement/Redeployment*

- Nanowave Technologies Inc. will take into account the accommodation needs and or plans of employees to provide employees with disabilities with the opportunity for advancement within the organization.
- Performance Management processes will be used taking into account the accessibility needs of the employee with disabilities.
- Redeployment processes will consider the accessibility needs of employees with disabilities before assigned a new position as to continue to meet the accommodation needs of the employee.

**Legislative Compliance: January 1, 2016**

**Implementation Timeframe: June 2015 – January 1, 2016**

**Completion Date: January 1, 2016**

**REDEVELOPMENT OF PUBLIC SPACES**

Nanowave Technologies Inc. will take into account all public spaces and make them accessible for persons with disabilities. This includes outdoor public use eating areas, outdoor paths for travel, parking lots, service counters and waiting areas.

**Action Plan:**

- Will conduct building assessments as to see that all buildings provide accessibility for persons with disabilities.
- Determine what accommodations are presently available as well as future plans to create more accessibility to persons with disabilities.

- Determine that these areas are safe.
- Provide information to employees on these available spaces.

**Legislative Compliance: January 1, 2017**  
**Implementation Timeframe: June 2016 – January 1, 2017**  
**Completion Date: January 1, 2017**

**Compliance Report**

Nanowave Technologies Inc. is required to file an Accessibility Compliance Report on the following schedule:

December 31, 2014 – Filed

December 31, 2017 – Filed

December 31, 2020 – To be completed in required year

December 31, 2023 – To be completed in required year

**THIS DOCUMENT IS AVAILABLE IN ACCESSIBLE FORMATS UPON REQUEST**