

The Multi-Year Accessibility Plan outlines the actions, policies and achievements that Kivuto Solutions has implemented to maximize the opportunities for people with disabilities. Kivuto's strategy to be a disability inclusive organization include the following:

- Review our Plan a minimum of every 5 years or sooner to ensure compliance and to update achievements in reaching our goals.
- On-going evaluation of the accessibility of information and feedback to ensure current technology is incorporated.
- On-going training and education to ensure currency with our processes

Customer Service Standard

Kivuto Solutions Inc. is committed to the provision of accessible formats and communication supports for persons with disabilities. Kivuto has taken into account the method of delivery when communicating with those who are disabled.

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- When communicating with a person with a disability, a provider will do so in a manner that takes into account the person's disability.

Provision of Services

Kivuto understands that equitable access sometimes requires different treatment including separate or specialized services. The differences accommodated will include, but are not limited to:

- assistive devices
- guide dogs
- accompanying support people
- modified work stations

Training on OADA Standards

Training on AODA standards and how to communicate and interact and support persons with

disabilities are provided to all employees, contractors, students and volunteers.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption in service, notices are posted on the website and/or emailed to our stakeholders/partners and outline the reason for the disruption, the anticipated duration and will give information about alternative facilities or services.

Information and Communications

Kivuto solutions is dedicated to making our on-line content and internet site conform with the Web Content Accessibility Guidelines (WCAG) 2.0 at **Level AA on or before January 1st, 2021**. Level A was reached in January 1st, 2014.

Those responsible for the development of communications have been trained to design, write and create content that meets accessibility standards.

Those responsible for website and other content have been trained and are expected to develop in accordance with WCAG standards.

Employment

Kivuto will also make every reasonable effort to accommodate employees (current and potential) with disabilities by ensuring:

- ✓ That our recruitment process is accessible and fair. During the recruitment and onboarding process, Kivuto will:
- ✓ Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities
- ✓ Notify new hires and staff of policies for accommodating employees with disabilities
- ✓ Have in place a written process to develop individual accommodation plans for employees with a disability
- ✓ Have a place a written process to facilitate accommodation requires in the return to work process
- ✓ Take the needs of employees with disabilities into account when using performance management, career development and redeployment processes
- ✓ Create and document individualized workplace emergency considerations
- ✓ Provide an confidential and open forum for reporting accessibility barriers and needed accommodation

Feedback

Feedback regarding the way Kivuto Solutions Inc. provides goods and services to people with disabilities can be made by completing our on-line “Contact Us” support, or by telephone at our toll free number 1.888.396.1447. Complaints will be addressed according to our organization’s regular complaint management procedures.