



ACCESSIBILITY PROGRESS REPORT

Date: _May 16, 2025_____

Company Name: __De Jong Enterprises Inc._____

Contact Person: __Daryl Spyksma_____

Phone: _519-602-2202__ Ext. 202_____

Email: __dspyksma@dejong.com_____

1. Review of Current Accessibility Policies

Describe the current status of your organization's accessibility policy. Have there been any updates since the last reporting period? If yes, please summarize the changes.

Our Accessibility Policy is in effect and it has been updated to include a new contact person for the feedback process. The new contact person is Daryl Spyksma, Director of Customer Service – 519-602-2202 ext. 202, email dspyksma@dejong.com or mail – De Jong Enterprises Inc. 261 Woodall Way, Woodstock, ON N4T 0K9 Attn: Daryl Spyksma

2. Training Updates

Provide a summary of any training sessions delivered to staff regarding accessibility (e.g., topics on the Accessible Canada Act, customer service standards, inclusive communication, unconscious bias, etc.). Include frequency, audience, and format (e.g., in-person, online).

The accessibility policy was distributed to the office staff in May of 2025. The same policy and explanation were distributed and discussed with our operations team and drivers at our fall Driver's Meeting on Nov. 2, 2024

3. Feedback and Improvements

Have you received feedback (internally or externally) regarding accessibility at your organization? How was it addressed? Include feedback and any examples of how feedback led to changes.

We have not received any feedback regarding our accessibility policy.

4. Accessibility Committee (if applicable)

Do you have an accessibility committee in place? If yes, describe its composition (including representation of persons with disabilities), frequency of meetings, and any initiatives or input provided.

Our accessibility committee is part of our health and safety committee. It is made up of 2 management employees and 2 non-management employees. We do not currently have anyone on the committee with a 'known' disability, but would be open to including them on the committee

5. Progress in Key Areas

Please briefly describe any actions taken since your last plan/report in the following areas:

a. Employment

Efforts to recruit, retain, and accommodate employees with disabilities.

To our knowledge, we have not had a person with a disability apply for one of our job postings. We have included the following message on our job advertisements in an effort to encourage those with disabilities to apply.

"De Jong welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process"

b. Built Environment

Accessibility improvements in physical workspaces.

No changes to our building have been made in the past year. Our current building was recently built (2020) and includes all required accessibility features; including but not limited to, handicap parking, level entry, wide doors, automatic doors, handicap bathrooms and height adjustable desks.

c. Information and Communication Technologies

Steps to ensure digital tools and communication methods are accessible.

We have asked our IT Support company to review the programs that we use to ensure that they meet accessibility and security standards. We have asked them to integrate accessibility standards into the review process for new programs.

d. Communication

Efforts to use plain language and create accessible content.

Staff encouraged to use plain or simple language in internal and external communication with customers and other staff.

e. Procurement of Goods and Services

Consideration of accessibility in purchasing processes.

When purchasing equipment, supplies and services our staff has been asked to be take into account accessibility concerns related to the product or service.

f. Program and Service Delivery

How you've improved accessibility in services offered to customers or clients.

We are a specialized furniture carrier and our customers are furniture manufacturers, furniture stores and home designers. Our services include the delivery of new furniture to business locations and the white glove home delivery into residential homes. Our drivers and delivery staff assist with the unloading of the furniture for our customers. Our White Glove Home Delivery teams provide a complete level of service that includes the removal of old furniture, the placement and set up of the new furniture.

g. Transportation

Changes made to transportation provided to staff or clients.

We do not transport our staff or our clients. Our staff transport out customer's furniture.

6. Future Accessibility Plans

List any goals, initiatives, or plans your organization has for improving accessibility over the next year.

We plan to provide our staff with additional 'plain language awareness training and education' to continually provide better more accessible communication to our customers and fellow staff members.

7. Feedback Mechanism

Briefly describe how individuals (employees, clients, or the public) can provide accessibility-related feedback. Has this process been updated recently?

All staff are encouraged to bring any feedback regarding their work or comments from customers, including accessibility-related issues, to their supervisor or manager. The supervisor or manager will relay any accessibility-related issues to our Manager responsible for our Accessibility Policy – Daryl Spyksma, who will bring the issue to Health & Safety / Accessibility Committee for review and response.

8. Consultation with Persons with Disabilities

How have persons with disabilities been involved in developing or reviewing your accessibility initiatives, plans, or this progress report?

We currently do not have any staff working for us with a known disability. We have received input regarding our accessibility policy and progress report from Human Resource firm that assists us with our Human Resources needs.

9. Compliance and Record-Keeping

Confirm that you will notify the Accessibility Commissioner within 48 hours of publishing this report, and that this and other relevant documents will be retained for at least 7 years.

- ☒ Yes
 - ☐ No
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