

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policy created, approved and posted	Complete	January 1, 2014
4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>Muti-year accessibility plan created and implemented.</p> <p>Identifying barriers with employees</p> <p>Worked with IT and IR to post on company intranet and internet</p> <p>Human Resources and Legal will review the plan every 2 years.</p>	<p>Complete</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p>	January 1, 2014

6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not applicable	Not Applicable	January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Employees have received training on all requirements of the accessibility standards through an eLearning program. Managers have received additional training according to their position. New employees will be trained during the on-boarding process.	Complete On going	January 1, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Conducted a review of all feedback processes across the organization (internally and externally). Consulted with all functional areas to make sure all feedback processes are captured and accessible. Ensure staff and management are aware of the need to accommodate upon request. It will be part of the training process.	Complete Complete Complete	January 1, 2015

12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	This will be determined through a conversation with the individual with disability These formats and supports will be provided in a timely manner, usually within 48 hours Communicated to staff and management through training about these requirements.	Ongoing Ongoing Complete	January 1, 2016
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicated to staff and management through training about this requirement.	Complete	January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Posted on external website.	Complete	January 1, 2016
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Not applicable – emergency procedures from building management.	Not Applicable	January 1, 2012

14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<p>Consulted with IT about the website</p> <p>Continuously review WCAG guidelines to be informed of changes and updates</p>	<p>Complete</p> <p>Ongoing</p>	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA</p>
----	-----------------------------------	---	---	--------------------------------	--

15	Educational & Training Resources & Materials	<p>15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> 1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by, <ol style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities. 	Not applicable – not an educational or training institution	Not Applicable	January 1, 2013
----	--	--	---	----------------	-----------------

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include a statement in the job ad “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.”	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Applicants will be notified through the appropriate vehicle. This may be by telephone, email or letter. Inquiries may be directed to the Human Resources Department. All necessary recruitment documents have been developed and will be modified upon request.	Ongoing Complete	January 1, 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Wording will be in the employment agreement and will be stated during a verbal offer.	Ongoing	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	Training provided to all employees and access to the policies and supporting documents on the company intranet and posted in the lunch room on staff notice boards.	Complete	January 1, 2016

25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Training will be provided during the on-boarding process.	Ongoing	January 1, 2016
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	This information is also available on the company intranet and posted in the lunch room on staff notice boards.	Complete	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	In consultation with the employee, we will work with them to ensure accommodations are in place.	Ongoing	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	As above	Ongoing	January 1, 2016
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary	A process will be developed with the employee upon request. The employee will receive a copy and a copy will go into their personnel file.	Ongoing	January 1, 2012

		and the employer is aware of the need for accommodation due to the employee's disability.	All necessary documents have been updated. (Reference - Workplace Emergency Response Plan, Individual Employee Response Information Form, Identification of Potential Barriers During an Emergency Response)		
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Part of process with employee's consent.	Ongoing	January 1, 2012
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Part of process with employee's consent.	Ongoing	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Part of process	Ongoing	January 1, 2012

28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Process Documented.	Complete	January 1, 2016
28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The steps taken to protect the privacy of the employee's personal. 5. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 6. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 	<p>Process will involve the following documents:</p> <p>Accommodation Process</p> <p>Individual Accommodation Plan</p> <p>Functional Capacity Assessment Form</p>	Complete	January 1, 2016

		7. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.			
29	Return to Work Process	29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.	On a case by case basis, a process will be developed for employees returning to work after a disability-related leave of absence.	Ongoing	January 1, 2016
29		29. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.	As above		January 1, 2016
29		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Part of the process	Complete	January 1, 2016
30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility	Part of our process to keep the accommodation plan in mind during the performance management	Ongoing	January 1, 2016

		needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	process. Accommodations will be provided upon request.		
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Part of our process to keep the accommodation plan in mind during the career development and advancement process. Accommodations will be provided upon request.	Ongoing	January 1, 2016
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Part of our process to keep the accommodation plan in mind	Ongoing	January 1, 2016

Part IV - Design of Public Spaces

Currently lease/rent property	N/A	January 1, 2017
-------------------------------	-----	-----------------