



**Accessibility for Ontarians with Disabilities Act, 2005**

**Integrated Accessibility Standards Multi Year Plan**

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 implemented	Complete. See Accessible Customer Service policy and Integrated Accessibility policy.	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, 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; b) post the accessibility plan on their website, if any and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Barriers Identified Plan drafted Add plan to company website HR to review annually and meet reporting requirements when identified	Complete	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.	Self-serving kiosks in employee lunch rooms	Complete	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 the Regulation and in the Human Rights Code as it pertains to persons with disabilities to a) all employees	Determine how many programs are needed (management, employees etc.)  Determine who will deliver and	Complete See Integrated Accessibility Standards	January 1, 2015

		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.	how (e-learning, in house etc) Determine timelines	Policy for more info	
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 communication supports, upon request	Conduct review of all feedback processes (employee surveys, customer surveys – internally and externally) Consult with all departments Determine what accessible formats and communication options (verbal/written) will be available. Make sure staff and management are aware that this needs to be available upon request (part of training program)	Complete See Integrated Accessibility Standards Policy for more info	January 1, 2016
12	Accessible Formats and 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.	Determine what accessible formats and communication options (verbal/written) will be available. Determine how long it will take to provide these formats (within 24 hours would be ideal).	Complete See Integrated Accessibility Standards Policy for more info	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	Ensure staff know how to offer/determine options (larger font, different colours, read it out loud etc.)	Complete See Integrated Accessibility Standards Policy for more info	January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post on website/at reception	Complete See Integrated Accessibility Standards	January 1, 2016

				Policy for more info	
14	Accessible Websites & Website 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.	Meet with IT/Marketing to discuss new guidelines	Posted on Website	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than -Success criteria 1.2.4 Captions (live) -success criteria 1.2.5 Audio Descriptions (Pre-recorded)
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applications with disabilities in its recruitment processes.	Include statement in job ads that we will meet this requirement (internal and external) Eg. We are committed to providing accommodations for persons with disabilities. If you require accommodation we will work with you to meet your needs. Recruit in a variety of formats (electronic, resumes mailed in etc.)	On going	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 employee shall consult with the applicant and provide or arrange for the provision of as suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	How will we notify applicants? Phone, writing (remind them we have accommodation support). Do timelines take into account flexibility needs? Are interview rooms accommodating?	Ongoing	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.	Add statement of such to offer letter.	Complete	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.	Include in orientation	On Going	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.	Include in orientation	On Going	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.	Safety Talk/Orientation	On Going	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	Determine what information is required for them to do jobs (SOP's, job descriptions, work instructions, policies etc.) – what formats are they available in? What other information is provided – what formats are they available in?	As needed see Integrated Accessibility Policy for more detail	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.	Train staff to have this conversation – courteous, helpful, professional, non-judgmental. Make sure they know what is available.	Make sure reception is aware. Any questions see HR Dept.	January 1, 2016
27	Workplace Emergency 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 and the employer is aware of the need for accommodation due to the employee's disability.	Send reminder email or other communication to staff that if they need accommodation during workplace emergencies, they need to let us know.	Not applicable at this time. Will provide if required.	January 1, 2012
27		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	Advise buddy	Not applicable at this time.	January 1, 2012

		workplace emergency response information to the person designated by the employer to provide assistance to the employee.		Will provide if required.	
27		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.	Be timely (within 24 hours).	As needed. See Integrated Accessibility Policy	January 1, 2012
27		27(4) Every employer shall review the individualized workplace emergency response information, <ul style="list-style-type: none"> <li>a) When the employee moves to a different location in the organization</li> <li>b) When the employee's overall accommodations needs or plans are reviewed; and</li> <li>c) When the employer reviews its general emergency response policies</li> </ul>	Ensure plan is communicated to new manager if applicable Review as changes occur	Not applicable at this time. Will provide if required.	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.	Integrate into RTW process so these guidelines are met. Forms may need revision.	Complete	January 1, 2016
28		28.(2) The process for the development of documented individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> <li>1.) The manner in which an employee requesting the accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> </ol>	Integrate 'The Accommodation Process' example into RTW process.	Complete. For more info see RTW Policy	January, 1 2016

		<p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>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</p> <p>b) shall document the process</p>	Make a part of the RTW process	Complete. For more info see RTW policy	January 1, 2016
29		<p>29.(2) The return to work process shall,</p> <p>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</p> <p>b) use individual documented accommodation plans, as described in section 28, as part of the process</p>	Make Part of RTW process	Complete	January 1, 2016
29		<p>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.</p>	Ensure the WSIA is not compromised.	Complete	January, 1, 2016
30	Performance Management	<p>30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	Our annual performance management process is accessible, both in written and oral formats as requested. For those employees with individual accommodation plan, assessable formats are available when communication performance expectations (coaching, warnings etc.)	Complete	January, 1, 2016
31	Career	<p>31.(1) An employer that provides career development and</p>	See Above	Complete.	January, 1, 2016

	Development & Advancement	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		See Internal Hiring Policy.	
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.		As Needed	January, 1, 2016