

## Accessibility for Ontarians with Disability Act, 2005

### Integrated Accessibility Standards - Multi year Plan

Reference: <http://www.mcass.gov.on.ca>

Guide to the Integrated Accessibility Standards Regulation

Section	Initiative	Description	Action	Status	Compliance Date
<b>PART 1 - General Requirements</b>					
3	Establish Accessibility Policy	<p>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.</p> <p>3 (2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p>	Policy completed	Complete	1-Jan-14
4	Accessibility Plans	<p>4 (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and 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>Plan developed and added to website. Will make available in accessible format upon request.</p> <p>Established review - at least annually by compliance reporting deadline with noted review every 5 years</p>	Complete	1-Jan-14

Section	Initiative	Description	Action	Status	Compliance Date
6	Self-Serve Kiosks	(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	N/A	Closed	1-Jan-14
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	Training developed HR to provide training / training handout Reconfirmed that Emergency Response training completed (with AODA component)	Closed	1-Jan-15
<b>PART 2 - Information and Communication Standards</b>					
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.	Conduct review of all feedback processes as necessary. Feedback formats upon request will be provided.  Departments will contact HR with questions around the feedback process as necessary. Website include pdf feedback form with ability to email submit completed form via surveymonkey link  Accessible formats and communication options (verbal/written) will be available upon request.  Make sure staff and management are aware that this needs to be available upon request (part of training program)	Closed	1-Jan-15

Section	Initiative	Description	Action	Status	Compliance Date
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.	Accessible formats and communication options (verbal/written) will be available.  Requests of this nature will be responded to (as a minimum of 24 hours) No costs associated (or charge reasonable costs to anyone requiring accessible formats)	Closed	1-Jan-16
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 employees know how to offer/determine options (larger font, different colors, read it out loud etc.	Closed	1-Jan-16
12		(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post on website and reception and possibly print material (invoices etc.)	Closed	1-Jan-16
14	Accessible Websites & Web Content	(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.		Complete	#####

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<b>PART 3 - Employment Standard</b>					
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.	Statement in job ads (internal / external) Consider recruitment in a variety of formats	Closed	1-Jan-16
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.	How will we notify applicants (accommodation support if required) Include in interview (training guidelines for hiring managers) Barriers to interview rooms - accommodations necessary? Timeline considerations phone screening - prep time HR will communicate and arrange as required	Closed	1-Jan-16
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 HR communicates as part of orientation	Closed	1-Jan-16
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.	Circulate the policy Create training program Conduct training HR communicates as part of orientation and also Emergency Response training	Complete	1-Jan-16
25		(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Included in orientation	Complete	1-Jan-16
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.	See above Communication provided when necessary	Complete	1-Jan-16

Section	Initiative	Description	Action	Status	Compliance Date
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. O. Reg. 191/11, s. 26 (1).	Determine what is required to do jobs (work instructions, job descriptions, etc.)  At any time there is a disability, manager, supervisor, HR hold the necessary discussions, arrange resources necessary and provide /make available the necessary information to employees.	Closed	1-Jan-16
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.	Complete	1-Jan-16
27	Workplace Emergency Response	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.	Incorporate in Emergency Team Training and remind annually. Employees who require accommodation (if known) Annual re-training	Complete	1-Jan-12
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.		Complete	1-Jan-12
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.	As soon as practicable	Complete	1-Jan-12

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
<b>27</b>		(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.	Ensure plan is communicated to new location / manager Review as changes are necessary	<b>Complete</b>	1-Jan-12
<b>28</b>	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.	Protocol utilized with the assistance of HR to develop and utilize written accommodation plans as needed	<b>Closed</b>	1-Jan-16

Section	Initiative	Description	Action	Status	Compliance Date
28		<p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting 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, or other representative from the workplace, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> </ol>	Same as above & reference the Employee Handbook	Closed	1-Jan-16
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <ol style="list-style-type: none"> <li>(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</li> <li>(b) shall document the process</li> </ol>	Return to work protocol is fully integrated and is documented	Closed	1-Jan-16

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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.	Plan outlines steps to facilitate return to work	Closed	1-Jan-16
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.	Plan is integrated as part of our return to work process	Closed	1-Jan-16
30	Performance Management	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. (2) In this section, "performance management" means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.	Review performance management process Consider accessible formats (written, oral, computer, or as requested)  Employees requesting accommodation, consider formats requested and make accessible.  Also consider employees who have accommodation plan to ensure formats are available for communicating all performance expectations (corrective actions etc.) The Company will manage any requests for accommodation as necessary.	Closed	1-Jan-16



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31	Career Development	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. (2) In this section, "career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.	Same as above (See 30)		1-Jan-16
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. (2) In this section, "redeployment" means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.	Same as above (See 30)		1-Jan-16
<b>PART 4. 1 Built Environment</b>					
80	Design of Public Spaces when building or making modification to public spaces	The General Requirements section of the Integrated Accessibility Standards Regulation also includes requirements that relate to the Design of Public Spaces Standard. As it applies to our organization include: a) outdoor paths of travel such as sidewalks, ramps, stairs, curb ramps, off-street parking b) service related elements such as reception, waiting areas	Review and create policy pertaining newly constructed or redeveloped public spaces are to meet the AODA Build Environment Requirements. Ensure staff responsible understand and follow requirements		1-Jan-17