



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 and included in Employee Handbook.	COMPLETED	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;	To be drafted in consultation with HR Consultant	O/S	January 1, 2014
		b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	To be posted to website	COMPLETED	November, 2015
		c) Review and update the accessibility	Will review every year – with	ONGOING	

		plan at least once every five years.	HR Consultant in January		
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; (c) all other persons who provide goods, services or facilities on behalf of the organization.	AODA Customer Service Standard training. AODA IASR & ON HRC training. New staff completing as part of orientation training.	COMPLETED COMPLETED ONGOING	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.	Conduct a review of all feedback processes across the organizational (internally and externally). Print and audio communication supports will provide upon request. Staff and management are aware of the need to accommodate upon request as included in AODA training.	O/S	January 1, 2015

12	Accessible Formats & Communication Supports	<p>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,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>Determine what accessible format (Soft copy, hard copy, spoken, etc.) and communication supports will be provide to persons with disabilities upon request.</p> <p>Ensure these formats and supports can be provided in a timely manner (at the same time or within 24 hours).</p> <p>Communicated to staff and mgmt that no additional charge is required as part of IASR training.</p>	COMPLETED	January 1, 2016
		<p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>Communicated to staff and mgmt this requirement as part of IASR training.</p> <p>How we will do this is to be determined.</p> <p>Develop protocol for situations where a suitable agreement cannot be made.</p>	COMPLETED	January 1, 2016
		<p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Have a sign posted in reception area.</p> <p>Post on website and Reception TVs</p>		January 1, 2016

			Include notice on certain print materials – list TBD		
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.	Website redesigned to meet WCAG 2.0 requirements. Continuously review WCAG guidelines to be informed of changes and update website as required.	COMPLETED ONGOING	January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than, i) success criteria 1.2.4 Captions (Live) ii) success criteria 1.2.5 Audio Descriptions (Pre-recorded).

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 job postings “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs” or “We are an equal opportunity employer”	COMPLETED & ONGOING	January 1, 2016

23	Recruitment, Assessment or Selection Process	<p>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.</p> <p>(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.</p>	<p>Applicants to be notified as part of interview meeting request via email.</p> <p>Identify barriers – location of interview room, format of tests, room set up for in person interviews, interviewing timelines, supports, paperwork.</p> <p>Develop interview guidelines</p>	<p>COMPLETED & ONGOING</p> <p>AS REQUIRED</p>	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.	To be included in Employee Handbook sent out with offer letters.	COMPLETED	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.	<p>Circulate policy and provided training.</p> <p>Inclusiveness – downloadable posters from "access on"</p>	COMPLETED	January 1, 2016
		25.(2) Employers shall provide the information required under this section	During onboarding process	ONGOING	January 1, 2016

		to new employees as soon as practicable after they begin their employment.			
		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.	Send staff memo	AS REQUIRED	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.	Creation of a list of all the documents that employees need to do their job Review and list all current mandatory information that is given for each job itself that is required for employees to perform their duties List all information and the specific format that is currently part of employee communication		January 1, 2016
		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require –i.e. policy, communication supports that are available (text to speech, braille, large print, accessible pdf, plain language, closed captioning)		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 and the employer is aware of the need for accommodation due to the employee's disability.	Creation of a plan for every employee that requires assistance during an evacuation Message included in Safety Awareness training during orientation.	?? ONGOING	January 1, 2012
		(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.	With written consent, HR will provide the plan to the "buddy". Written consent obtained on the Emergency Plan Form.	Ongoing as needed	January 1, 2012
		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.		Ongoing as needed	January 1, 2012
		(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		Ongoing as needed	January 1, 2012

		reviewed; and (c) when the employer reviews its general emergency response policies.			
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.	Will accommodate until undue hardship. Process to be documented and circulated.		January 1, 2016
		<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 manner in which the employee can request the participation of a representative from their bargaining 			January 1, 2016

		<p>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</p> <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, (a) shall develop and have in place a return to work process for its employees who have been absent from</p>	<p>Develop process for employees returning to work after a disability, related leave of absence.</p>		January 1, 2016

		work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.			
		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.	Identify the steps – including how we will and who will be included		January 1, 2016
		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.			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 needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Document an accommodation plan when communicating performance that is specific to the individual		January 1, 2016
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account	Career advancement will be applicable to all employees, and the needs of those		January 1, 2016

		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.	employees with disabilities will be accommodated for		
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.			January 1, 2016