

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

**INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan**

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**Part I – GENERAL REQUIREMENTS**

| Initiative                              | Description  | Action  |
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| 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.   | Link to Customer Service Policy and Integrated Accessibility Standards Policy                       |
| Accessibility Plans                     | 4.(1) Large organizations shall,<br>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;<br>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and<br>c) review and update the accessibility plan at least once every five years.           | Post plan on Website<br><br>IT will post approved Plan on website<br><br>HR will review once a year |
| 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,<br>(a) all employees, and volunteers;<br>(b) all persons who participate in developing the organization's policies; and<br>(c) all other persons who provide goods, services or facilities on behalf of the organization. | Training scheduled  |

**PART II – Information and Communications Standards**

| Initiative                                  | Description   | Action   |
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| 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.   | <p>Provide our visitors with a questionnaire to ensure we met their needs during a site visit.</p> <p>Provide alternative formats, ie. large print, softcopy vs hardcopy, email</p> <p>Linc to Feedback questionnaire here</p>   |
| 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 formats and communication supports we will provide to persons with disabilities upon request. i.e. large print, PDF</p> <p>Ensure these formats and supports can be provided in a timely manner (ex. Same time, 48 hours)</p> <p>We do not charge for information</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>Communicate to staff and management this requirement – is in policy and will be part of training.</p> <p>Develop protocol for situations where a suitable agreement cannot be made</p>  |
|   | 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.  | Policy will be posted on website (HR)  |
| 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 conforms with WCAG 2.0 Level A   |

**PART III – Employment Standard**

| Initiative                                   | Description  | Action  |
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| 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.  | Add language: “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.”   |
| 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.<br>(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. | We will notify applicants – via telephone or email.<br><br>Interviewers will identify barriers: location of interview room, format of tests, room set-up for in-person interviews, interviewing timelines, supports, paperwork and will work with candidate regarding accommodation requests. |
| 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.   | All job offers will inform successful candidates of our policies for accommodating employees with disabilities.   |
| 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.   | Employees will be informed through policy circulation and training.   |
|  | 25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.  | Employees will be informed during the orientation process.  |

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|   | 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.  | Updated policies will be circulated to employees.   |
| 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,<br><br>(a) information that is needed in order to perform the employee's job; and<br><br>(b) information that is generally available to employees in the workplace. | Functional audit of information specific to departments<br><br>Audit of regular communications<br>Ensure managers are aware of the requirement to produce information in an accessible format.<br>i.e. postings |
|   | 26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.   | Employees will be consulted on accessible formats and communication supports.<br>Communication supports that may be available are: large print, accessible PDFs, plain language versions or closed captioning.  |
| 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.   | Employees are encouraged to talk to their manager<br><br>Memo to employees  |
|   | (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   |

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|   | (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.   | Information will be provided to employees as soon as the need for accommodation has become known.                                    |
|   | (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>  | Individualized workplace response information will be reviewed when any change occurs that impacts the employee with the disability. |
| 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.  |  |
|   | 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 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> <li>5. The steps taken to protect the privacy of the employee's personal.</li> </ol> | The Accommodation Process, meets all elements in section 29 (2).   |

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|                        | <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> |   |
| 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>  |   |
|                        | <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>   |   |
|                        | <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>   | <p>The process developed under Section 29 (1) does not override any other return to work process created by or under any other statute.</p> |