

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005  
INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan**

**Part 1 – GENERAL REQUIREMENTS**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</b>
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.	-Customer Service Policy -Integrated Accessibility Policy	Complete & posted to website	January 1, 2012 January 1, 2014
4	Accessibility Plans	4. (1) Large organizations shall, <ul style="list-style-type: none"> <li>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;</li> <li>b) Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>c) Review and update the accessibility plan at least once every five years.</li> </ul>	Review & identify barriers.	Complete & posted to website	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	N/A	January 1, 2014

7	Training	<p>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,</p> <ul style="list-style-type: none"> <li>a) all employees, and volunteers;</li> <li>b) all persons who participate in developing the organization's policies; and</li> <li>c) all other persons who provide goods, services or facilities on behalf of the organization.</li> </ul>	<p>Customer Service Standard – on-line training complete</p> <p>Integrated Accessibilities Standard - on-line training complete</p>	On-line training – Complete	January 1, 2015
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**PART II – Information and Communications Standards**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</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.	Internal: Review all feedback processes -written documents -pdf documents -verbal discussion with feedback transcribed  External: E-mail, phone, in writing or verbal	On-line training -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; b) at a cost that is no more than the regular cost charged to other persons.		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.		Complete	January 1, 2016
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	On 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.	Current plan is sufficient. Public emergency safety procedures not required and internal program to manage guests sufficient.	Complete	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.	Any website update from 2012 on, must meet international web standard guidelines.	Complete	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).

15	Educational & Training Resources & Materials	<p>15. (1) Every obligated organization that is an education or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> <li>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"> <li>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</li> <li>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.</li> </ol> </li> <li>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</li> </ol>	Not applicable	N/A	January 1, 2013
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16	Training to Educators	<p>16. (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.</p> <p>(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	Not applicable	N/A	January 1, 2013
17	Producers of Educational or Training Material	<p>17. (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.</p> <p>(2) Every obligated organization that is a producer of print-based educational or training supplemental learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.</p>	Not applicable	N/A	January 1, 2015

18	Libraries of Educational & Training Institutions	<p>18. (1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.</p> <p>(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).</p>	Not applicable	N/A	<p>January 1, 2015 (print based resources or materials)</p> <p>January 1, 2020 (digital or multimedia resources or materials)</p>
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**Part III – Employment Standard**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>	<b>Compliance Date</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.	<ul style="list-style-type: none"> <li>-Add language to website in employment opportunities section</li> <li>-Statement to be included in all job postings (internal &amp; external)</li> <li>-Review interview process</li> <li>-Wording added to offer letters</li> <li>-Add review to orientation checklist</li> </ul>	Complete	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>	<ul style="list-style-type: none"> <li>Determine how we notify applicants</li> <li>-over phone</li> <li>-review recruitment agency practices to confirm AODA compliance</li> </ul>	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.	Offer letter to be revised	Complete	January 1, 2016
25	Informing Employees of Supports	<p>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> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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.</p>	<p>Consider forms of communication to be used: -Quarterly employee meetings -Postings</p> <p>-Add to orientation checklist</p> <p>Consider forms of communication to be used: -Quarterly employee meetings -Postings</p>	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.	Review job descriptions to ensure bona fide requirements only	Complete	January 1, 2016

26	Accessible Formats & Communication Supports for Employees	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Define standard formats we will offer: -large font -PDF -verbal -written -on-line Source provider for audio/visual technical disability aids	Complete	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. (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. (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.	Complete	Complete	January 1, 2012

27	Workplace Emergency Response Information	(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.	Complete	Complete	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. (2) The process for the development of documented individual accommodation plans shall include the following elements: a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. b) The means by which the employee is assessed on an individual basis. c) 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. d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented	Current RTW procedures to be reviewed to include accommodations for disabilities.	Complete	January 1, 2016

		<p>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>e) The steps taken to protect the privacy of the employee's personal.</p> <p>f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>h) 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> <p>(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</p>	<p>Review current procedure considering AODA requirements considering accommodation request more permanent in nature.</p> <p>Already included in the RTW procedure.</p>	Complete	January 1, 2016

		<p>work; and</p> <p>b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>(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>			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.	<p>Review current process:</p> <ul style="list-style-type: none"> <li>-language in forms available</li> <li>-formats forms available upon request</li> </ul>	Complete	January 1, 2016
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.	Included on internal job postings.	Complete	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 employee with disabilities.		N/A	January 1, 2016