



Integrated Accessibility Standards – Multi-Year Plan

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.	Develop policy	Complete	January 1, 2014
3	Statement of Commitment	3. (2) Large organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	Include in policy	Complete	January 1, 2014
4	Accessibility Plans	4. (1) Large organizations shall, establish, implement, maintain and document a multiyear accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years.	Multiyear plan draft 1 completed To be posted via IT once approved HR will review Jan 1, every year	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 this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.	To determine method of training and number of training levels. Require separate one for sr. mgt.; one for first line mgrs. and one for all employees. Classroom, elearning, or blended?	Ongoing	January 1, 2015
7		7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	Develop training as needed	Ongoing	January 1, 2015
7		7. (5) Every obligated organization 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.	Develop tracking system	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 organization (internally and externally). Consult with all functional areas to make sure all feedback processes are captured. Determine what accessible formats and communication supports we will provide upon request Ensure staff and management are aware of the need to accommodate upon request (to be part of training)	Ongoing	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, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request Ensure these formats and supports can be provided in a timely manner (ex. same time, 24 hours) Communicate to staff and management that no additional charge is required (to be part of training)	Ongoing	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.	Communicate to staff and management this requirement (to be part of training) Develop protocol for situations where a suitable agreement cannot be made	Ongoing	January 1, 2016
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Have a sign posted in reception area (Ops) Post on website (IT) Include notice on certain print materials (to confirm with Marketing)	Ongoing	January 1, 2016
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.	No new content has been added therefore no further action to take at this time unless requested regarding WCAG 2.0 Level A	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 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 (Prerecorded).

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.	Determine “how” Potentially include a statement in a job ad? Identify where we advertise – paper, website, bulletin board etc. Example: We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.”	Ongoing	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 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.	Determine “how” to notify applicants – potentially telephone, email, letter etc. May designate a contact person to handle queries regarding accessibility Identify the language we will use Identify barriers: location of interview room, format of tests, room set up for in-person interviews, interviewing timelines, supports, paperwork Develop interview guidelines	Ongoing	January 1, 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of notify the successful applicant of its policies for accommodating employees with disabilities.	Input a statement in hire letter (Notification to Successful Applicants)	Ongoing	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	Circulate policy Training Posters All staff emails brochures	Ongoing	
25		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Communicate this to employees upon being hired	Ongoing	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.	See 25 (1)	Ongoing	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, 1.information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.	Functional audit of information specific to departments Audit of regular communications	Ongoing	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
26		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 – e.g., policy, communication supports that are available (texttospeech, braille, large print, accessible PDFs, plain language versions, closed captioning)	Ongoing	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.	Develop process	Complete	January 1, 2012
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.	Part of process with employee's consent	Complete	January 1, 2012
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.	Part of process	Complete	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information when the employee moves to a different location organization; when the employee's overall accommodations needs or plans are reviewed; and when the employer reviews its general emergency response policies.	Part of process	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.	Develop process	Ongoing	January 1, 2016
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 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 expense, 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. 5. The steps taken to protect the privacy of the employees personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	How to do this? Create: Accommodation Process Individual Accommodation Plan Functional Capacity Assessment Form	Ongoing	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
28		28. (3) Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; if required, include individualized workplace emergency response information, as described in section 27; and identify any other accommodation that is to be provided.	See section 26 & 27		January 1, 2016
29	Return to Work Process	29. (1) Every employer, other than an employer that is a small organization, 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 disabilityrelated accommodations in order to return to work; and shall document the process.	Process in place however can be revamped further with improvements.	Ongoing	January 1, 2016
29		29. (2) The return to work process shall, 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 use individual documented accommodation plans, as described in section 28, as part of the process.	Involve managers, HR and employee to solidify plan	Ongoing	January 1, 2016
29		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.	Part of checklist	Ongoing	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.	Need to keep individual accommodation plan in mind	Ongoing	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.	Need to keep individual accommodation plan in mind	Ongoing	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 employees with disabilities.	Need to keep individual accommodation plan in mind	Ongoing	January 1, 2016