

ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT, 2005

MULTI-YEAR ACCESSIBILITY PLAN

Part 1 -GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	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.	Gus Revenberg Accessible Customer Service Policy, Gus Revenberg Integrated Accessibility Standards Policy (IASR)	Complete	January 1, 2014
4	Accessibility Plans	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; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Existing Barriers identified Corrective action taken.	Complete	January 1, 2014
			Plan posted on website.	Complete	January 1, 2014
			5-year review scheduled.		
6	Self-Serve Kiosks	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	N/A	January 1. 2014

7	Training	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 program developed Ensure training is provided on any changes to the policies. Maintain a record of the training provided including the dates and number of individuals to whom the training was provided	Complete	January 1, 2014
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Part 2 – INFORMATION AND COMMUNICATION STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	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.	Feedback processes identified. Alternative formats of feedback will be determined on an individual needs basis.	Complete	January 1, 2015
12	Accessible Formats & Communication Supports	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.	Options will be provided in a timely manner upon request at no additional cost.	Complete	January 1, 2016

12		The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Staff to be trained to determine different formats. People requesting alternate formats will be consulted.	Complete	January 1, 2016
12		Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	IASR posted on website.	Complete	January 1, 2016
14	Accessible Websites & Web Content	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 complies with WCAG 2.0 Level A requirements	Complete	January 1, 2014 By January 1, 2021 all websites must conform with WCAG 2.0 Level AA.

Part 3 – EMPLOYMENT STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<p>Notify employees and the public of availability of accommodation for applicants with disabilities in the recruitment process.</p> <p>Existing recruitment policies and procedures have been updated.</p>	Complete	January 1, 2016
23	Recruitment, Assessment or Selection Process	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. 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.	Updated recruitment process to ensure applicants are notified when selected for an interview that accommodations are available if required.	Complete	January 1, 2016
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add statement of accommodation to offer letter.	Complete	January 1, 2016
25	Informing Employees of Supports	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.	Employee manual updated.	Complete	January 1, 2016

25		Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	New employees will be informed as part of the orientation process.	Complete	January 1, 2016
25		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.	Any company policy changes are reviewed with employees annually.	Complete	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	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.	Company will provide accessible formats and communication supports in a timely manner to the requesting staff member.	Complete	January 1, 2016
26		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 when determining suitable accessible formats.	Complete	January 1, 2016
27	Workplace Emergency Response Information	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.	Send communication to staff to see their supervisor if they require accommodation during a workplace emergency.	Complete	January 1, 2016

27		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, 2016
27		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 the employee as soon as the need for accommodation is known.	Complete	January 1, 2016
27		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.	Information will be reviewed when any change occurs that impacts the employee.	Complete	January 1, 2016
28	Documented Individual Accommodation Plans	Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Policy in place.	Complete	January 1, 2016
28		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 achieved.	Process in place.	Complete	January 1, 2016

		<p>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 employee 's 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. 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>		Complete	January 1, 2016
29	Return to Work Process	<p>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 work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process.</p>	Process in place	Complete	January 1, 2016
29		<p>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.</p>	Process in place	Complete	January 1, 2016

29		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.		Complete	January 1, 2016
30	Performance Management	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.	For those employees with individual accommodation plans, assessable formats are available when communicating performance expectations	Complete	January 1, 2016
31	Career Development & Advancement	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.	Employees to be consulted when determining suitable accessible formats.	Complete	January 1, 2016
32	Redeployment	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.	Employees individual accommodation plans to be reviewed when redeploying employees with disabilities.	Complete	January 1, 2016

Part 4 – BUILT ENVIRONMENT

Section	Initiative	Description	Action	Status	Compliance Date
80	Meet the Accessibility Standards for the Design of Public Spaces when building or making modifications to public spaces	Public spaces applicable 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	There have been no modifications to our public spaces in the last 10 years. Any future modifications to our public spaces will meet the AODA Built Environment requirements.	Complete	January 1, 2017

Scheduled Review (5Y- 12-2020): Last Revision 12-2016