



Integrated Accessibility Standards Regulation Multi-Year Accessibility Plan

I – General Requirements

Initiative	ISAR Requirement	Action	Status	Target Date
1.1 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 the Regulation	Policy completed and distributed internally to all employees	Completed	January 1, 2014
1.2 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	Attended OHSA and AODA Training Requirements session February 10, 2014 Joint Health & Safety Committee to meet ongoing until AODA compliance deadlines have all been met. Website under construction. Plan provided for posting Will review every 5 years – with HR in January	Completed Reviewed plan January 14, 2016	January 1, 2014
1.3 Self-Serve Kiosks	Large organizations and small organizations shall have regard to the accessibility for persons	Not applicable at this time		January 1, 2014



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	with disabilities when designing, procuring or acquiring self-service kiosks			
1.4 Training	<p>Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> 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 developed and distributed to all existing and new hires via push-compliance program. All employees must acknowledge receipt of training	Completed	July 2014

II – Information and Communications Standards

Initiative	ISAR Requirement	Action	Status	Target Date
2.1 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	Trained reception and Public Relations department, and appropriate admin staff on proper communication support for those with disabilities	Completed	January 1, 2015



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	and communications supports, upon request.	Ensure staff and management are aware of the need to accommodate upon request – how we will do this is to be determined		
2.2 Accessible Formats & Communication Supports	2.2.1 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; and (b) at a cost that is no more than the regular cost charged to other persons.	Communicate to all staff that upon request we must provide accessible formats and communication supports to people with disabilities in a timely manner and at no cost If staff require assistance, they are to see HR	Completed	January 1, 2016
	2.2.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicated to staff and management this requirement		January 1, 2016
	2.2.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Have a sign posted in reception area		July 2014



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2.3 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.	Current flash website under construction. New website in development following WCAG 2.0 Level AA and Level AA	Ongoing	January 1, 2021: All internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none">• success criteria 1.2.4 Captions (Live)• success criteria 1.2.5 Audio Descriptions (Prerecorded)
2.4 Emergency Procedures, Plans or Public Safety Info	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.	Reviewed and completed	Completed	January 1, 2012



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III – Employment Standards

Initiative	ISAR Requirement	Action	Status	Target Date
3.1 Recruitment, General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Included a statement on all job postings	Completed	January 1, 2016
3.2 Recruitment, Assessment or Selection Process	3.2.1 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.	HR and recruiters notified of requirement completed	Completed	January 1, 2016
	3.2.2 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.	All HR aware of requirement and all Hiring Managers will be made aware of requirement on an as needed basis	Completed	January 1, 2016



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3.3 Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Included statement in the offer letter	Completed	January 1, 2016
3.4 Informing Employees of Supports	3.4.1 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.	Circulated policy and include in Employee Handbook	Completed	January 1, 2016
	3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Included in orientation	Completed and ongoing	January 1, 2016
	3.4.3 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	Statement included in general policy all staff communication	Completed and ongoing	January 1, 2016



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	accessibility needs due to disability.			
3.5 Accessible Formats and Communication Supports for Employees	3.5.1 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) (b) Information that is generally available to employees in the workplace.	Upon request, will review information needed in order to perform job and information generally available to employee's and will provide in a format suitable for the employee	Ongoing when applicable	January 1, 2016
	3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Make available list of alternative formats	Ongoing as applicable	January 1, 2016
3.6 Workplace Emergency Response Information	3.6.1 Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability	Request updated list yearly. Plans developed as needed	Completed	January 1, 2012



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	is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.			
	3.6.2 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.	Written consent obtained on the Emergency Plan Form	Completed	January 1, 2012
	3.6.3 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.		Completed	January 1, 2012
	3.6.4 Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the		Completed	January 1, 2012



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	organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.			
3.7 Documented Individual Accommodation Plans	3.7.1 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 and process documented individuals in accommodation plan policy	Completed	January 1, 2016
	3.7.2 The process for the development of documented individual accommodation plans shall include the following elements: <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		Completed	January 1, 2016



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	<p>employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <ol style="list-style-type: none">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 employee's personal information.6. The frequency with which the individual accommodation plan will be reviewed and updated			
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	<p>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>			
3.8 Return to Work Process	3.8.1 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 work due to a disability and require disability-related accommodations in order to return to work; and b) Shall document the process.	Developed with legal counsel	Completed	January 1, 2016
	3.8.2 The return to work process shall,	Developed with legal counsel	Completed	January 1, 2016



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	<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) b) Use documented individual accommodation plans, as part of the process.</p>			
	<p>3.8.3 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>		Completed	January 1, 2016
<p>3.9 Performance Management</p>	<p>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>	<p>When necessary, employee's accessibility needs would be taken into account as well as an individual accommodation plan when using performance management process. Applicable accommodations will be made</p>	Completed	January 1, 2016
<p>3.10</p>	<p>An employer that provides</p>	<p>We shall take into</p>	Ongoing	January 1,



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Career Development & Advancement	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.	consideration and accommodate for the accessibility needs of employee's when considering career development and advancement		2016
3.11 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.		As needed	January 1, 2016