



Integrated Accessibility Standards Regulation - Multi-Year Accessibility Plan

Part 1 - General Requirements- Section 3

AODA Standards Regulation- Section 3	Accessibility Policies Compliance Deadline - January 1, 2014			
	Deliverables	Action Plan	Responsibility	Status
3.1 - Establish Accessibility Policies	Policies to achieve accessibility through meeting the IAS requirements are developed, implemented and maintained.	Policy updated to incorporate new requirements. Incorporate requirements into other policies, practices and procedures as required.	Sarah Sizmur	Complete
3.2 - Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities included in policy.	Will be embedded in policy.	Sarah Sizmur	Complete
3.3 - Make policy documents publicly available	Written policy documents are publicly available and in accessible format upon request.	Policy will be posted on external web site and in reception areas. Policy will be available in alternate formats on request.	HR (All Operating Companies)	Complete

Part 1 - General Requirements - Section 4

AODA Standards Regulation- Section 4	Multi-Year Accessibility Plans Compliance Deadline - January 1, 2014			
	Deliverables	Action Plan	Responsibility	Status
4.1 - Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategies to identify, remove and prevent barriers and meet requirements of the IAS is established, implemented, maintained and documented.	Accessibility plan will be created and updated on an on-going basis as new information becomes available.	Sarah Sizmur	Complete
	The accessibility plan is posted on the website and provided in an accessible format upon request.	The plan will be posted on the external / internal website and will be provided in accessible formats upon request.	HR (All Operating Companies)	Complete
	The plan is reviewed and updated at least once every 5 years.	The plan will be reviewed and revised annually. A new plan will be posted every five years or whenever there is significant change.	HR (All Operating Companies)	On-going review. Completed yearly.

Part 1 - General Requirements - Section 6

AODA Standards		Self-Service Kiosks Compliance Deadline - January 1, 2014		
Regulation- Section 6	Deliverables	Action Plan	Responsibility	Status
6.2 - Self-Service Kiosks	Company shall have regard to accessibility features for the kiosks.	At this time, the company does not maintain a kiosk but will consider what accessibility features could be implemented into potential kiosks.	HR (All Operating Companies)	On-going review

Part 1 - General Requirements - Section 7

AODA Standards		Training Compliance Deadline - January 1, 2015		
Regulation- Section 7	Deliverables	Action Plan	Responsibility	Status
7.1 - Provide training on IAS and Human Rights Code	All employees, volunteers, persons who develop policy, and persons who provide goods, services or facilities on behalf of the organization, receive IAS and Human Rights training.	Will be incorporated into orientation through PLMS which will be assigned to all new internal employees. Standard contractors will be required to review policies and sign off on them. Existing employees will be required to complete training.	HR & Professional Development Team	Complete
7.2 - Training is appropriate to duties	Training is appropriate to the duties of the employee.	Where deemed appropriate, key employees or groups of employees, will be provided with additional training, specific to their job.	Professional Development and HR	Complete
7.3 - As soon as practicable	Training is delivered as soon as practicable.	Training will be delivered at orientation for new hires and as soon as possible for current employees.	Professional Development and HR	Complete
7.4 - Training regarding policy changes	Training with respect of any changes to the policy described in Section 3 is provided.	The content of the training will cover material in section 3.	Professional Development and HR	Complete
7.5 - Record of training	A record of training, including dates of training, and those present, will be kept.	Employees will be required to acknowledge training. All records will be kept.	Professional Development and HR	On-going

Part 2 - Information and Communication Standards- Section 11

AODA Standards Regulation- Section 11	Feedback Process Compliance Deadline - January 1, 2015			
	Deliverables	Action Plan	Responsibility	Status
11.1 - Feedback process	Ensure feedback processes are accessible, with accessible formats and / or communication supports available upon request.	Current feedback process will be enhanced to improve accessibility. Changes will include an in-person resource (TBD) available to deal with accessibility issues. Information regarding the availability of accessible formats will be posted on the internet, intranet, and via other communication methods e.g. information desks, telephone, etc	HR (All Operating Companies)	Complete

Part 2 - Information and Communication Standards- Section 12

AODA Standards Regulation- Section 12	Accessible Formats and Communication Supports Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
12.1 - Provide accessible formats and communication supports for information	Accessible formats and communication supports will be provided: -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 the other persons	The request will be documented and the format needed confirmed. A process will be developed to meet this requirement.	Sarah Sizmur	Complete /On-going
12.2 - Consultation	Consultation will occur with the person requesting alternate formats.	A form will be developed to assist with the consultations.	Sarah Sizmur	Complete /On-going
12.3 - Notification of public	The public will be notified of the availability of these alternatives.	A general statement of availability will be posted on the internet and intranet.	Sarah Sizmur	Complete

Part 2 - Information and Communication Standards- Section 14

AODA Standards Regulation- Section 14	Accessible Web Sites and Web Content Compliance Deadline - January 1, 2021			
	Deliverables	Action Plan	Responsibility	Status
14.1 - Web Sites	<p>Ensure internet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> -New websites and web content to Level A by January 1, 2014 - All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions). 	<p>Communications and IT department will be notified of this requirement. Intranet and Extranet are both required to be updated. Company does not have to comply with January 1, 2014 deadline.</p>	<p>Communications and Information Technology Departments</p>	

Part 3 - Employment Standards - Section 22

AODA Standards Regulation- Section 22	Recruitment Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
22 - Recruitment Process	<p>All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process.</p>	<p>Availability of accommodation will be required on all job postings, internal and external. This may also be noted directly on the website.</p>	<p>Kal Sandhu/Jeff Baliat</p>	<p>Complete</p>

Part 3 - Employment Standards - Section 23

AODA Standards Regulation- Section 23	Recruitment, Assessment or Selection Process Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
23.1 - Recruitment Selection	<p>Notify selected job applicants of the availability of accommodations upon request, in relation to the materials or processes used for selection, in a manner that takes into account the applicant's accessibility needs.</p>	<p>Barriers will be removed from all job postings. All job postings will include information for applicants on how to request accommodation or assistance. All applicants invited to interviews will be asked if they require assistance or accommodation.</p>	<p>Jeff Baliat</p>	<p>Complete</p>

23.2 - Employee Consultation	Consultation with applicants will occur to determine the suitability of accessible formats or communication supports.	Process and questionnaire will be developed and implemented.	Sarah Sizmur	Complete
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Part 3 - Employment Standards - Section 24

AODA Standards Regulation- Section 24	Notice to Successful Applicants Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
24 - Offers of Employment	Notify successful applicants of company policies for accommodating employees with disabilities.	Employment offer will contain Accommodation clause which will notify the successful applicant of the availability of accommodation. New hire packages will contain the AODA policy. Other formats may be available upon request.	Nadia Dos Santos	Complete

Part 3 - Employment Standards - Section 25

AODA Standards Regulation- Section 25	Informing Employees of Supports Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
25.1 - Policy Notification	Inform employees of policies supporting employees with disabilities.	The accommodation policy will be communicated to all current employees.	Sundeeep	Complete
25.2 - Hire Notification	Provide this information to new employees as soon as practicable after hiring	New employee orientation will include training on the accommodation policy.		Ongoing
25.3 - Policy Changes	Provide updated information on accommodations policies to employees when changes occur.	Changes to the accommodation policies will be communicated to all employees.		Ongoing

Part 3 - Employment Standards - Section 26

AODA Standards Regulation- Section 26	Accessible Formats and Communication Supports Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
26.1 - Accessible Format and Communication Supports	Accessible formats and communication supports for job or workplace information will be available.	Review and update current Policies and Procedures for the provision of job accommodations	Sarah Sizmur	Complete

26.2 - Employee Consultation	Consultation with employees will occur to determine the suitability of accessible formats or communication supports.	Review and update current Policies and Procedures for the provision of job accommodations. This will include a consultative process.	Sarah Sizmur	Complete
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Part 3 - Employment Standards - Section 27

AODA Standards Regulation- Section 27	Workplace Emergency Response Information Compliance Deadline - January 1, 2014			
	Deliverables	Action Plan	Responsibility	Status
27.1 - Individual Workplace Emergency Response	Provide individualized workplace emergency response information to employees who have a disability.	HR will need to identify employees with a disability as a individualized workplace emergency plan will only be assigned to those with identify a need. Format for the individualized workplace emergency plan will need to be created.	Kal Sandhu	Complete
27.2 - Designated Persons	Provide information to person designated to provide assistance upon consent.	Will be provided when requested. Designated person will need to be assigned.	HR (All Operating Companies)	On-going
27.3 - Timely Manner	Provide information as soon as practicable after becoming aware of the need.	Individualized workplace emergency plan will be provided as soon as possible after the employer becomes aware of the need.	HR (All Operating Companies)	On-going
27.4 - Review	Review individualized workplace emergency response information when: - Employee moves locations -Individual plans are reviewed -General Emergency occurs	Plans are reviewed under these circumstances.	HR (All Operating Companies)	On-going

Part 3 - Employment Standards - Section 28

AODA Standards Regulation- Section 28	Documented Individual Accommodation Plans Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
28.1 - Written Process	Develop written process for documented individual accommodation plans.	Company will review its existing accommodation process and Identify elements of AODA requirements that need to be incorporated into existing accommodation process. A written accommodation process will be developed.	Kal Sandhu/Sundeep Singh	Complete

28.2 - Prescribed Elements	<p>Include prescribed elements in process:</p> <ul style="list-style-type: none"> -How can employee participate -How employee will be assessed -How employer can request assessment to determine accommodation -How employee's personal information will remain private -How, and how often, plan will be reviewed and updated -How reasons for denied request will be communicated -How plan will be provided to employee 	Elements will be included in written process.	Kal Sandhu/Sundeep Singh	Complete
28.3 - Individual Accommodation Plans	<p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> -Include any information regarding accessible formats and communication supports provided, if requested. -Include individualized workplace emergency response information, if required -Identify any other accommodation that is to be provided 	Individual accommodation plan format will need to be created.	Kal Sandhu/Sundeep Singh	Complete

Part 3 - Employment Standards - Section 29

AODA Standards Regulation- Section 29	Return to Work Process Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
29.1 - Written Process	Develop a documented return-to-work process.	Review existing processes and revise as necessary to incorporate AODA requirements	Kal Sandhu/Sundeep Singh	Complete
29.2 - Process Steps	Include steps employer will take to facilitate return to work and use documented individual accommodation plans.	Review existing processes and revise as necessary to incorporate AODA requirements	Kal Sandhu/Sundeep Singh	Complete

Part 3 - Employment Standards - Section 30

AODA Standards Regulation- Section 30	Performance Management Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
30 - Performance Management Process	The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans.	Review existing processes and revise as necessary to incorporate AODA requirements		Ongoing

Part 3 - Employment Standards - Section 31

AODA Standards Regulation- Section 31	Career Development and Advancement Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
31 - Career Development	Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position.	Review existing processes and revise as necessary to incorporate AODA requirements		Complete

Part 3 - Employment Standards - Section 32

AODA Standards Regulation- Section 32	Redeployment Compliance Deadline - January 1, 2016			
	Deliverables	Action Plan	Responsibility	Status
32 - Redeployment Process	Include accessibility considerations and individual accommodation plans in redeployment processes.	A review of redeployment policies and processes will be completed.		Complete