

AODA MULTI-YEAR ACCESSIBILITY PLAN

Accessibility Requirement	Individual Responsible	Due Date	Comments
CUSTOMER SERVICE			
Establishment of accessibility policies/procedures: <ul style="list-style-type: none"> • CS Policy created • Statement of Commitment • Notice of Disruption • Emergency Response Plan 	HR/Management	Dec 2012	Completed
Training employees who provide goods, services or facilities on behalf of the organization: <ul style="list-style-type: none"> • How to communicate and interact with people with disabilities who may or may not use assistive devices and/or service animals 	HR	Jan 2014	Completed
Development of Multi-year accessibility plan <ul style="list-style-type: none"> • Post on website 	HR	Jan 2014	Completed

INTEGRATED ACCESSIBILITY STANDARDS REGULATION			
<i>Information and Communication Standards</i>			
Training all other employees on AODA	HR	Dec 2014	Completed
Customer Feedback form: <ul style="list-style-type: none"> • How to receive and respond to feedback • Post on website 	HR	Dec 2014	Completed
Notice of availability	HR	Dec 2014	Completed
Accessible Formats and Communication Support: <ul style="list-style-type: none"> • Upon request provide or arrange to provide accessible formats and communication support for persons with 	HR	Jan 2016	Completed

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<p>disabilities</p> <ul style="list-style-type: none"> Consult with person making request to determine suitability of accessibility 			
<p>Accessible Website and web content</p> <ul style="list-style-type: none"> Upgrade to WCAG 2.02 Level AA for existing sites <p><i>New sites must be compliant NOW</i></p>	IT	Jan 2021	
<i>Employment Standards</i>			
<p>Recruitment</p> <ul style="list-style-type: none"> Notification about available policies and accommodation Provide suitable accommodation 	HR	Jan 2016	Completed
<p>Informing Employees of supports</p>	HR	Jan 2016	Completed
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> Information to perform their job Information available to employees in workplace 	HR	Jan 2016	Completed
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> Employees requesting individual accommodation plans may participate in the development of the plan; Means by which the employee is assessed on an individual basis; The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved The manner in which the employee can request participation of a bargaining agent representative in the development of the plan Privacy protection of the employee's personal information 	HR	Jan 2016	Completed

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<ul style="list-style-type: none"> • Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done • If a plan is denied, the manner in which the reasons for the denial will be provided to the employee • Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability 			
Return to work Process	HR	Jan 2016	Completed
Performance Management	HR	Jan 2016	Completed
Career Development and Advancement	HR	Jan 2016	Completed
<i>Transportation Standards*</i>			
*Transportation Standards refer to: bus, commuter rail, inter-city rail, light rail, subways, streetcars, taxicabs, ferries, transit buses and organizations that provide transportation services such as; hospitals, public school boards, colleges and universities.	N/A	N/A	N/A
<i>Design of Public Spaces</i>			
Meet the Accessibility Standards for the design of public spaces when building or making major renovations to public spaces i.e. waiting areas, access to buildings, washrooms	HR/Management	Jan 2017	