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| **Accessibility Requirement** | **Individual Responsible** | **Due Date** | **Comments** |
| **CUSTOMER SERVICE** | | | |
| Establish accessibility policies/procedures:   * Customer Service 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 Anchor:   * How to communicate and interact with people with disabilities who may use assistive devices and service animals | HR | Jan 2014 and  Ongoing | Completed |
| Develop a multi-year accessibility plan   * Post on website | HR | Jan 2014 and  Ongoing | Completed |

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| **INTEGRATED ACCESSIBILITY STANDARDS REGULATION** | | | |
| ***Information and Communication Standards*** |  |  |  |
| Training all other employees on AODA | HR | Ongoing | Completed |
| Customer feedback form:   * How to receive and respond to feedback * Post on website | HR | Ongoing | Completed |
| Notice of availability | HR | Dec 2014 | Completed |
| Accessible formats and communication support:   * Upon request, provide or arrange to provide accessible formats and communication support for persons with disabilities * Consult with person making request, to determine suitability of accessibility | HR | Jan 2016 | Completed |
| Accessible website and web content   * Upgrade to WCAG 2.02 Level AA for existing sites   *New sites must be compliant NOW* | IT | Jan 2021 and  Ongoing | Completed |
| ***Employment Standards*** |  |  |  |
| Recruitment:   * Notice of available policies and accommodation * Provide suitable accommodation | HR | Ongoing | Completed |
| Informing employees of supports | HR | Jan 2016 and ongoing | Completed |
| Accessible formats and communication supports for employees:   * Information to perform their job * Information available to employees in workplace | HR | Jan 2016 | Completed |
| Documented individual accommodation plans:   * Employees requesting individual accommodation plans may participate in developing the plan * Means by which the employee is assessed on an individual basis * The manner by which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if and how the employer can accommodate the employee’s disabilities * Protecting the employee's personal information * Frequency with which the individual accommodation plan will be reviewed and updated, and how it will be done * If a plan is denied, how to communicate the reasons for the denial to the employee * Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability | HR | Jan 2016 | Completed |
| Return to work Process | HR | Jan 2016 | Completed |
| Performance Management | HR | Jan 2016 | Completed |
| Career Development and Advancement | HR | Jan 2016 | Completed |
| ***Transportation Standards*** |  |  |  |
| Transportation Standards refers 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 |
| ***Design of Public Spaces*** |  |  |  |
| Meet the Accessibility Standards for designing public spaces when building or making major renovations to public spaces e.g. waiting areas, access to buildings, washrooms | HR/Management | Ongoing |  |

This information will be made available in alternative format, upon request.