

Accessibility Plan

We are committed to accessibility and compliance with the Accessibility for Ontarians with Disabilities Act (AODA). This document outlines our strategy to prevent and remove barriers and meet our requirements under the AODA.

We shall review, update, and ensure sustained compliance with the applicable General, Information and Communications Standards, Employment Standards, and Customer Service Standards sections under the AODA by December 31, 2021.

We shall review, update, and ensure sustained compliance with the applicable sections under the AODA on an annual basis.

General

Accessibility Policies

We shall develop, implement, and maintain policies on how it will achieve accessibility and meet AODA requirements. We shall review its policies on an annual basis.

Accessibility Plans

We have established, implemented, and will maintain this accessibility plan, posted the plan to its website, and shall provide this plan in an accessible format upon request. We shall review and update this plan at least once every five years.

Procuring or Acquiring Goods, Services, or Facilities

We shall incorporate accessibility design, criteria, and features when procuring or acquiring goods or services.

Training

We 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. We shall provide this training to:

1. All persons who are an employee of, or a volunteer;
2. All persons who participate in developing the organization's policies; and
3. All other persons who provide goods, services, or facilities on behalf of the organization.

Information and Communication Standards

Feedback

We shall establish processes for receiving and responding to feedback and the processes are accessible to persons with disabilities as we can provide for arrange for the provision of accessible formats and communication supports, upon request.

We shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process through its publicly posted notices on our website.

Accessible Formats and Communication Supports

We shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in (a) a timely manner and (b) at a cost that is no more than the regular cost to other persons.

We shall consult with the person making the request in determining the suitability of an accessible format or communication support.

We shall notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Our websites and web content shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 AA.

Employment Standards

Recruitment, General

We shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Recruitment, Assessment, or Selection Process

We 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, we will 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.

Notice to Successful Applicants

When making offers of employment, we shall notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

We 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.

We shall provide the information required under this section to new employees as soon as practicable after they begin their employment.

We 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.

Accessible Formats and Communication Supports for Employees

Where an employee with a disability so requests it, we 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.

We shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

We 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.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, we shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

We 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.

We shall review the individualized workplace emergency response information,

1. when the employee moves to a different location in the organization;
2. when the employee's overall accommodations needs or plans are reviewed; and
3. when the employer reviews its general emergency response policies.

Documented Individual Accommodation Plans

We shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities and, if requested, include any information regarding accessible formats and communications supports provided.

Return To Work Process

We 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.

We shall document the process.

Performance Management

We 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.

Career Development and Advancement

We 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.

Customer Service Standards

Establishment of Policies

We shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.

We shall use reasonable efforts to ensure that the policies are consistent with the following principles:

1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.

Our policies will deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.

We shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.

We shall notify persons to whom it provides goods, services or facilities that the documents required are available on request.

Notice of Temporary Disruptions

If there is a temporary disruption in those other facilities or services in whole or in part, we shall give notice of the disruption to the public.

We shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.

We shall notify persons to whom it provides goods, services or facilities that the document required is available on request.

Training for Staff

We shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:

1. Every person who is an employee of, or a volunteer with, the provider.
2. Every person who participates in developing the provider's policies.
3. Every other person who provides goods, services or facilities on behalf of the provider.

The training will include a review of the purposes of the AODA and requirements of training and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

We shall provide training on an ongoing basis in respect of any changes to policies as described in the establishment of policies section.

We shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

We shall prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and on request, give a copy of the document to any person.

We shall notify persons to whom it provides goods, services or facilities that the document required is available on request.

Feedback Process Required

We shall establish a process for receiving and responding to,

(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a)

The feedback process will specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.

We shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.

We shall make information about the feedback process readily available to the public.

We shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.

We shall notify persons to whom it provides goods, services or facilities that the document required by this feedback process are available upon request.

Format of Documents

If we are required to give a copy of a document to a person with a disability, we shall, on request, provide or arrange for the provision of the document, or the information

contained in the document, to the person in an accessible format or with communication support,

(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.

We shall consult with the person making the request in determining the suitability of an accessible format or communication support.