



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

Part I – GENERAL REQUIREMENTS

Section	Initiative	Requirement	Action
3	Establishment of Accessibility Policies	3.(1) 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 this Regulation.	Policy approved December 20, 2013
4	Accessibility Plans	4.(1) Large organizations shall, <ul style="list-style-type: none"> 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. 	<p>Attended workshop prepared draft plan.</p> <p>Identified barriers.</p> <p>Will post final multiyear plan on website.</p> <p>Plan will be reviewed periodically and updated as needed.</p>
6	Self-Serve Kiosks	6.2 Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	RGC worked with developer of self serve kiosks to ensure kiosks are compliant. Kiosks include volume toggle, touch screen magnifier and are wheelchair accessible.
7	Training	7.1 Every obligated organization 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 to, <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 will be completed for all employees and board members by January 1, 2015.

PART II – Information and Communications Standards

Section	Initiative	Requirement	Action
11	Feedback	11.1 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 and communications supports, upon request.	<p>Determine and implement accessible communication formats.</p> <p>Ensure all staff is aware of the need to accommodate upon request and how to do that.</p>
12	Accessible Formats & Communication Supports	12.1 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, <ul style="list-style-type: none"> 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. 	<p>Will determine what accessible formats and communication supports we will provide to persons with disabilities upon request, within 24 hours.</p> <p>Communicate information to staff to ensure everyone is aware of available materials/formats.</p>
		12.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<p>Communicate this requirement to all employees.</p> <p>Develop protocol for situations where a suitable agreement cannot be made.</p>
		12.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<p>Information will be available on our website.</p> <p>A sign will also be placed in the reception area of the Toronto office and RGRC offices.</p>
14	Accessible Websites & Web Content	14.2 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.	IT/Communications department will work with vendor to ensure compliance.

PART III – Employment Standard

Section	Initiative	Requirement	Action
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include statement in advertised job postings, on website and employee portal. Checklist to be developed and implemented. To include all requirements of employment standards.
23	Recruitment, Assessment or Selection Process	23.1 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.	Identify barriers: location of interview room, format of tests, room set up for in-person interview, interviewing timelines, supports, paperwork.
		23.2 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.	Develop interview guidelines.
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Develop guidelines when making offers of employment. Include sentence in offer letter regarding needs for accessibility.
25	Informing Employees of Supports	25.1 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.	Information posted on employee portal along with email notification.
		25.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Information will be provided as part of the orientation/Onboarding process.
		25.3 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 accessibility needs due to disability.	Information posted on employee portal along with email notification.



26	Accessible Formats & Communication Supports for Employees	<p>26.1 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,</p> <ul style="list-style-type: none"> (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. 	Ongoing communication with employee to ensure needs for accommodations are being met.
		<p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Ongoing communication with employee to ensure needs for accommodations are being met.
27	Workplace Emergency Response Information	<p>27.1 Every employer 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.</p>	Information included in draft crisis management plan. Once finalized, plan will be distributed to all employees and posted on employee portal.
		<p>27.2 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.</p>	
		<p>27.3 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.</p>	
		<p>27.4 Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> (a) when the employee moves to a different location in the organization; (b) when the employee’s overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. 	

28	Documented Individual Accommodation Plans	<p>28.1 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.</p>	<p>We will develop a written process for the development of IAPs for employees with disabilities.</p>
		<p>28.2 The process for the development of documented individual accommodation plans shall include the following elements:</p> <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 employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 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. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 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>We will develop a written process for the development of IAPs for employees with disabilities which will include all required elements.</p>

29	Return to Work Process	<p>29.1 Every employer, other than an employer that is a small organization,</p> <p>(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</p> <p>(b) shall document the process.</p> <hr/> <p>29.2 The return to work process shall,</p> <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) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <hr/> <p>29.3 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>	Return to work process will be done in consultation with employee and any outside provider, i.e., LTD carrier.
30	Performance Management	30.1 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.	Review current process and implement revisions to ensure compliance.
31	Career Development & Advancement	31.1 An employer that provides 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.	Review current processes to ensure employee's career development is included in their IAPs.
32	Redeployment	32.1 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.	Review current processes.