

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 INTEGRATED ACCESSIBILITY STANDARDS - MULTI-YEAR PLAN

COMPLIANCE DATE	INTEGRATED STANDARDS SECTION	COMPLIANCE CATEGORY	DESCRIPTION	ACTION	STAKEHOLDER	REVIEW DATE/DUE DATE	STATUS / COMPLIANCE DATE
PART 1 - GENERAL REQUIREMENTS							
JAN 1 2014	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 document and procedure document created and posted on communication board, Vertex website.	HR	November 22 2016	policy with QA for review and release
ANNUALLY	3			Review policy and procedures annually to ensure new legislation and or accommodations are included.	HR	Dec 31 2016	In Progress
JAN 1 2014	3			Policies and Procedures updated in Employee Manual.	HR	Dec 31 2016	In Progress
JAN 1 2014	4	Accessibility Plans	4.(1) Large organizations shall, 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	Multi Year Plan to be developed and posted on communication board, Vertex website.	HR	November 22 2016, Dec 31 2016, Dec 31 2017, Dec 31 2018	In Progress
JAN 1 2014	6	Self-Service 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.	N/A	N/A	N/A	N/A
JAN 1 2015	7(1)	Training	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, a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and persons who provide goods and services or facilities on behalf of the organization. c) all other d) board of directors	Implement AODA polices stating standards of accommodation in new member onboarding tools; Employee handbook.	HR	November 22 2016	In Progress
				Deploy new standards and practices related to AODA standards as they arise.	HR	Dec 31 2016	In Progress
				Educate Management on our return to work program for employees with disabilities.	HR	Dec 31 2016	In Progress
				Educate Management on how to make hiring accessible to employees with disabilities.	HR	Dec 31 2016	In Progress
				Ensure all employees are trained on our policy and procedures, accommodations for our Visitors and comply with our customer service standards and requirements to accommodate Visitors with disabilities.	HR	November 22 2016	In Progress

PART 2 - INFORMATION AND COMMUNICATION STANDARDS

COMPLIANCE DATE	INTEGRATED STANDARDS SECTION	COMPLIANCE CATEGORY	DESCRIPTION	ACTION	STAKEHOLDER	REVIEW DATE/DUE DATE	STATUS / COMPLIANCE DATE
Jan 1 2015	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.	Identify all feedback processes across the organization.	HR	November 22 2016	In Progress
				Meet with key stakeholder groups to communicate and share the AODA requirements.	HR	November 22 2016	In Progress
				Visitor feedback can be provided in person, in writing, by email, mail and phone.	HR	November 22 2016 ,	In Progress
JAN 1 2015	12	Accessible Formats and Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities, b) at a cost that is no more than the regular cost charged to other persons 12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communications supports.	Update procedures to include how to consult with the person making the request in determining suitability of an accessible format or communication support.	HR	November 22 2016	In Progress
					HR		
					HR		
Jan 1 2012	13	Emergency Procedures, Plans or Public Safety Info	13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Not applicable - large venues like convention halls trade halls. All existing plans in place, signage external to Visitor.	HR	November 22 2016	In Progress
Jan 1 2014	14	Accessible Websites & Web Content	14.(2) Designated and 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.	Plans submitted from key stakeholder groups to comply with legislation for their respective functional area.	HR/IT	November 22 2016	IT to review for compliance
Jan 1 2014	14	Accessible Websites & Web Content	A website with a new domain name (i.e. brand new website address and not a new page or link on the existing site) Or a site with an existing domain name undergoing significant refresh. If any refresh has occurred - new look and feel, changes to navigation, or updates where the majority of the content is changed. All new internet website must conform with 2.0.	Website update completed	IT/HR	November 22 2016	IT to review for compliance
Jan 1 2021	14	Accessible Websites & Web Content	All internet websites and web content must conform with WCAG 2.0 Level AA, other than, Success criteria 1.2.4 (Live), Success criteria 1.2.5 Audio descriptions pre recorded.		IT/HR		IT to review for compliance

PART 3 - EMPLOYMENT STANDARDS

COMPLIANCE DATE	INTEGRATED STANDARDS SECTION	COMPLIANCE CATEGORY	DESCRIPTION	ACTION	STAKEHOLDER	REVIEW DATE/DUE DATE	STATUS / COMPLIANCE DATE
Jan 1 2016	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	Meet with key stakeholder groups to communicate and share the AODA requirements.	HR	November 22 2016	Completed October 2016
				Create a disclaimer that can be put into all job postings for accommodations.	HR	November 22 2016	Completed October 2016
				All job postings to include our accessible accommodations including alternative ways to apply online, by phone, in person.	HR	November 22 2016	Completed October 2016
				Policies and procedures posted in associate reference manual.	HR	November 22 2016	In Progress
Jan 1 2016	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.	All candidates will be notified verbally or by email that accommodations are available upon request in relation to the materials or processes to be used.	HR	November 22 2016	Completed October 2016
Jan 1 2016	24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities.	All offer emails for members includes a clause that indicates where an accommodation is required, prior to their first day of employment, to notify the hiring manager to make the necessary arrangements. They can notify their hiring manager using multiple formats, phone, e-mail, in-person.	HR	November 22 2016	Completed October 2016
				All managers to be informed of the policy and procedures to accommodate new members with disabilities	HR	November 22 2016	Completed October 2016
				Ensure that all updated in the Employee Policy Manual.	HR	November 22 2016	In Progress
Jan 1 2016	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 provisions of job accommodations that take into account an employees needs due to a disability. 25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.	Review existing policies to ensure they reflect the language for all new and existing members in regards to accommodating	HR	November 22 2016	In Progress
				Include updated policies as part of the new member onboarding process. (See Training Database)	HR	November 22 2016	In Progress
Jan 1 2016	26	Accessible Formats and Communication Supports for Employees	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 provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employees job; and (b) information that is generally available to employees in the workplace. 26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	Ensure Employee Policy Manual reflects the changes to the accommodation plan and that all existing and new members are aware of the updates.	HR	November 22 2016	In Progress
Jan 1 2012	27	Workplace Emergency Response Information	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 needs for accommodation due to the employee's disability. (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. (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 employees disability. (4) Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employees overall accommodations needs or plans are reviewed; and c) when the employer reviews its general response policies.	Ensure all relevant policies and procedures are updated to reflect the steps and processes to follow when accommodating members with disabilities.	HR	November 22 2016	In Progress
				Review current policies and procedures and update to reflect the requirements as outlined in this section of the act.	HR	November 22 2016	In Progress
				Ensure all Managers are aware of the workplace emergency response process with regards to members with disabilities.	HR	November 22 2016	In Progress
				Ensure emergency policy and procedures are included as part of the with regards to members with disabilities.	HR	November 22 2016	In Progress

1-Jan-16	28	Documented Individual Accommodation Plans	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. 28. (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which employees 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 accommodations 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 employees. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. In 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.	Create new policy and document current procedures to update and reflect the steps and processes to follow when creating an individual accommodation plan for employees with disabilities as outlined in the section of the act.	HR	November 22 2016	In Progress
				Create template for employee emergency response information with questions and authorization for Individual Accommodation Plans.	HR	November 22 2016	In Progress
				Create individual accommodation plan template that Managers and employees create and prepare together.	HR	November 22 2016	In Progress
				Ensure all Managers are aware of the individualized workplace emergency response process.	HR	November 22 2016	In Progress
				Ensure policies and procedures are included as part of the Associate onboarding process	HR	November 22 2016	In Progress
1-Jan-16	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.	Create policies and procedures that document the approach to measuring Member performance.	HR	November 22 2016	In Progress
				Ensure Employee Policy Manual reflects there is a Performance Management Policy with regards to members with disabilities.	HR	November 22 2016	In Progress
				Ensure all Managers are aware of the performance management process and the policies and procedures that support the process.	HR	November 22 2016	In Progress
1-Jan-16	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.	Create policies and procedures that document the talent review process.	HR	November 22 2016	In Progress
				Ensure Employee Policy Manual reflects there is a Career Development and Advancement Policy with regards to members with disabilities.	HR	November 22 2016	In Progress
				Ensure all Managers are aware of the Talent review process and the policies and procedures that support the process for	HR	November 22 2016	In Progress
1-Jan-16	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.	Create policies and procedures for redeployment process.	HR	November 22 2016	In Progress
				Ensure Employee Policy Manual reflects there is a Redeployment process Policy with regards to members with disabilities.	HR	November 22 2016	In Progress
				Ensure all Managers are aware of the Redeployment process and the policies and procedures that support the process for	HR	November 22 2016	In Progress

PART 4 - CONSTRUCTION/DEVELOPMENT/DESIGN

COMPLIANCE DATE	INTEGRATED STANDARDS SECTION	COMPLIANCE CATEGORY	DESCRIPTION	ACTION	STAKEHOLDER	REVIEW DATE/DUE DATE	STATUS / COMPLIANCE DATE
1-Jan-17	80.41	Service Counters	There must be a minimum of one part of the service counter that accommodates a mobility aid for each type of service provided	Review requirements as dictated by the AODA	HR	November 22 2016	Completed November 11 2016
				Access which elements are required to be revised	HR	November 22 2016	Completed November 11 2016
				Implement details into all new build and renovation projects	HR	November 22 2016	Completed November 11 2016
1-Jan-17	80.43	Waiting Areas	Where there is fixed seating in a waiting area, a minimum of 3% must be accessible	Review requirements as dictated by the AODA	HR	November 22 2016	Completed November 11 2016
				Access which elements are required to be revised	HR	November 22 2016	Completed November 11 2016
				Implement details into all new build and renovation projects	HR	November 22 2016	Completed November 11 2016
1-Jan-17	80.43	Room Lighting Levels	Ensure room lighting levels are per AODA guidelines	Review requirements as dictated by the AODA	HR	Not Applicable	Not Applicable
				Access which elements are required to be revised	HR	Not Applicable	Not Applicable
				Implement details into all new build and renovation projects	HR	Not Applicable	Not Applicable
1-Jan-17	80.43	Stairs, Ramps and Elevated Platforms	Ensure stairs, ramps and elevated platforms conform to AODA guidelines	Review requirements as dictated by the AODA	HR	Not Applicable	Not Applicable
				Access which elements are required to be revised	HR	Not Applicable	Not Applicable
				Implement details into all new build and renovation projects	HR	Not Applicable	Not Applicable