

INTEGRATED ACCESSIBILITY STANDARDS

Multi-Year Plan

PART ONE – GENERAL REQUIREMENTS					
Section	Initiative	Description	Action	Status	Compliance Date
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.	<p>Attended Multi-Year Accessibility workshop Mar. 26/13.</p> <p>Developed Policy 5-20</p> <p>Approved by Mgt. Team</p> <p>Post on MSL website and MSL communication boards</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	January 1, 2014
4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>Attended Multi-Year Accessibility workshop Mar. 26/13.</p> <p>Developed draft multi-year plan.</p> <p>AODA Steering Team established August 2013.</p> <p>Accessibility Audit to be conducted at all branches to identify potential barriers.</p> <p>Prioritize recommendations and forward to Senior Management Team for review.</p> <p>Establish goals for improvement over 5 years. (Senior Management Team)</p> <p>Post on MSL Website</p> <p>Plan will be reviewed on an ongoing basis until all requirements have been completed.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Agreed</p>	January 1, 2014

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, (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.	Develop training sessions applicable to following groups: <ul style="list-style-type: none"> • Employees, Volunteers • Board Members • Directors, Managers Develop a short version and sign off sheet for student placements.	Completed	January 1, 2015 Training has to be completed by this date.
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PART II – INFORMATION AND COMMUNICATION STANDARDS

Section	Initiative	Description	Action	Status	Compliance Date
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 internal and external feedback processes MSL has in place, including informal and formal. What formats will we utilize when requests are submitted. (ie large print documents, electronic recording available). What will we have in place and what will be available if requests are made. Ensure that all employees and volunteers are trained and aware of what is available and how requests can be made. Include questions around AODA in Employee Survey conducted every two years.	Completed	January 1, 2015
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, a) in a timely manner that takes into account the person's accessibility needs due to disability; and	What will you make available upon request.. No additional charge is required. (communicate this to staff and mgrs.) Develop a process for requests that may have a charge associated with		January 1, 2016

		b) at a cost that is no more than the regular cost charged to other persons.	them.		
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Person making request is involved and consulted. Who will be receiving these requests and what training will be required. Develop protocol if agreeable solution is not reached or available.		January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post notice of compliance in reception area. Post policy on website. Review present print materials and add statement that documents area available in alternate format. Determine who needs to be involved in process		January 1, 2016
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.	Who governs our website. Who will own this portion of standards. Send guidelines to technical team and meet with them to discuss requirements. Google World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)		January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live) success criteria 1.2.5 Audio Descriptions (Pre-recorded).

PART III – EMPLOYMENT STANDARD					
Section	Initiative	Description	Action	Status	Compliance Date
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.	<p>Include statement in all recruitment and hiring policies, all job postings, advertisements,</p> <p>Review all job requirements to ensure that we are requesting bonafide job requirements and not something that could be accommodated for a person with disabilities.</p>		January 1, 2016
23	Recruitment, Assessment or Selection Process	<p>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.</p> <p>(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.</p>	<p>Determine at what point a person becomes an applicant and what process we will utilize to ensure applicants are made aware of process.</p> <p>Draft script for managers outlining how they are to address and speak to accommodations.</p> <p>What are the likely barriers for applicants. Look at all sites and locations used for interviews.</p> <p>Review any tests being conducted to ensure they are not discriminating against persons with disabilities.</p>		January 1, 2016
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.	Include statement in all offers of employment.		January 1, 2016
25	Informing Employees of	25.(1) Every employer shall inform its employees of its policies used to support its	During orientation review Policy 5-30 Accommodation on the Basis of		January 1, 2016

	Supports	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.	Disability.		
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	General orientation.		January 1, 2016
25		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.	See 25.1 Use same process.		January 1, 2016
26	Accessible Formats & 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 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.	Review job descriptions, standard operating procedures that requirements of role are in a format that is accessible for anyone with a handicap.		January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	See Information and Communication section.		January 1, 2016
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 need for accommodation due to the employee's disability.	Ensure that present Emergency Plans for all branches address accommodation for disabilities.	Completed	January 1, 2012
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.	Ensure that present Emergency Plans for all branches address accommodation for disabilities.	Completed	January 1, 2012

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.	Ensure that present Emergency Plans for all branches address accommodation for disabilities.	Completed	January 1, 2012
27		(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 employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Ensure that present Emergency Plans for all branches address accommodation for disabilities. Include in Orientation for new role/branch.	Completed	January 1, 2012
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	Consider who to assign this task to. Develop process. Review Policy 5-30 to determine if this meets requirements.		January 1, 2016
28		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 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	Assign task and include in policy, Email to come to us on this one.		January 1, 2016

		<p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>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>			
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>	Review current policy, determine any gaps and revise.		January 1, 2016
29		<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>	Review current policy, determine any gaps and revise.		January 1, 2016

29		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.	WSIB requirements.		January 1, 2016
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 performance review policy and forms for compliance. Include statement around accommodation of disability in format, timing, method of communication.		January 1, 2016
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.			January 1, 2016
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.			January 1, 2016