



## Multi Year Accessibility Plan

#	Accessibility Requirement	Action Plan	Status	Compliance Deadline	Responsibility
1	Develop and implement an Accessible Policy addressing all requirement under the regulation	State has developed and implemented an Accessible Policy specific to the organization. This policy is updated and maintained by the HR and HS department.	Completed/Ongoing	Jan 1, 2018	HR and HS
2	Develop and deliver training to all staff and new hires.	All new staff are required to participate in AODA Training within their first 2 weeks of employment with the company.	Completed/Ongoing	June 2021	HR and HS
3	Develop and make client a process for receiving and responding to feedback from customers with disabilities.	The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by E-mail and by written correspondence.	Completed/Ongoing	June 2021	HR and HS
4	Create and make a multi-year accessible plan	The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers.	Completed/Ongoing		HR and HS
5	Provide the plan in accessible formats upon request	Requests for accessible formats of this document will be forwarded to the HR and HS who will work with the individual to determine the most suitable format.	Completed/Ongoing		HR and HS
6	Review the plan every 2 years	This plan will be amended as required and will be reviewed fully by January 1,	Ongoing		HR and HS



		2023 and every two (2) years thereafter.			
7	Create and implement individualized plans to assist employees with disabilities during an emergency.	Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, the New Hire Contact/Emergency Information Form has been amended to allow employees to identify emergency planning requirements.	Ongoing (Based on employee needs)		HR and HS
8	Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.	The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.	Ongoing (Based on employee needs)		HR and HS
9	Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan	The process/policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the	Ongoing (Based on employee needs)		HR and HS

		individualized plan will be maintained, unless the health and safety of either party is potentially compromised.			
10	<p>Review the individualized plan/information:</p> <ul style="list-style-type: none"> <li>○ When the employee moves to a different location in the office;</li> <li>○ When the employee's overall accommodation needs and plan are reviewed; and</li> <li>○ When the company reviews its general emergency response policies.</li> </ul>	<p>Individualized emergency plans include the requirement that the plan be reviewed:</p> <ul style="list-style-type: none"> <li>○ If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);</li> <li>○ On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and</li> </ul>	Ongoing (Based on employee needs)		HR and HS

		<p>severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and</p> <ul style="list-style-type: none"> <li>○ When the company amends its emergency response and/or evacuation procedures.</li> </ul>			
11	<p>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</p>	<p>As part of the redeployment process, HR will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The HR department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</p>	Ongoing		HR and HS