

AODA – Multi Year Plan

Customer Service Standard – Ontario Regulation 429/07

By Jan 1, 2014

- Develop, implement and maintain an Accessibility policy
- Develop, implement and maintain a Multi-Year Accessibility plan
- Post the policy and plan on our website and will provide them in an accessible format upon request

By Jan 1, 2015

- Train employees and agents about the provision of our services to persons with disabilities, the requirements of the accessibility standards and on the Human Rights Code
- Maintain records of individuals who have completed the training with completion dates

Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11

Feedback Processes by January 1, 2015

- Ensure the processes for receiving and responding to feedback are accessible.

Accessible formats and communication supports by January 1, 2016

- Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.
- Consult with person making the request to determine suitability of accessible format or communication support.
- Notify the public through our website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner, at a cost no more than regular cost charged to other persons.

Accessible website and web content

- By January 1, 2014 all new internet websites and web content will conform with WCAG 2.0 Level A
- By January 1, 2021 all internet websites and web content will conform with WCAG 2.0 Level AA, other than i. Success criteria 1.2.4 Captions (Live), and ii. Success criteria 1.2.5 Audio Descriptions (Pre-recorded).

Part III EMPLOYMENT STANDARDS

Recruitment, Assessment, Selection by January 1, 2016

- Review and update existing recruitment, policies, procedures and processes.
- Specify that accommodation is available for applicants with disabilities on the website and on job postings.



AODA – Multi Year Plan

- Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation.
- If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

Accessible formats and communication supports for employees

- Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information that is generally available to employees

Workplace emergency response information by January 1, 2012

- Individualized workplace emergency response information procedures developed for employees with disabilities.

Documented individual accommodation plans / Return to work Process

- Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.

Return to Work Process

- Develop and implement a return to work process for employees who have been absent from work due to a disability and require accommodations

Performance Management

- Take into account accessibility needs and individual accommodation plans during the performance review process

Career Development and Advancement

- Take into account accessibility needs and individual accommodation plans when providing career development and advancement to employees with disabilities



AODA – Multi Year Plan

Additional Information

Related Documents

- 1650 AODA Customer Service Policy
- 1651 AODA IASR Policy
- AODA Training Document

External Resources

- <http://www.ontario.ca/laws/statute/05a11>

If you have questions, comments or suggestions regarding this document, contact Human Resources.