



Multi-Year Accessibility Plan
made under the Accessibility for Ontarians with Disabilities Act, 2005,
Integrated Accessibility Standards O.Reg.191/11, (amended by O.Reg.165/16)
 Rev. #1, Jan. 25, 2021

Part I – General Requirements

Section	Initiative	Description	Status
3	Establishment of Accessibility Policies	s. 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.	COMPLIANT <i>Accessibility Standards for Customer Service, SOP-0486, completed</i> <i>Workplace Emergency Response Policy, SOP-0490; completed</i> <i>Integrated Accessibility Standards Policies, SOP-0539; completed</i>
4	Accessibility Plans	s. 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 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	COMPLIANT <i>Multi-Year Accessibility Plan; completed</i> <i>Multi-Year Accessibility Plan, posted on WTC website; completed</i> <i>Multi-Year Accessibility Plan, reviewed Dec. 2020; completed</i>
7	Training	s. 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 persons who are an employee of, or a volunteer with, the organization; (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.	COMPLIANT



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		<p>(2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) ...every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>COMPLIANT</p> <p>COMPLIANT</p> <p>COMPLIANT</p> <p>COMPLIANT</p>
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Part II – Information and Communications

Section	Initiative	Description	Status
11	Feedback	s. 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>COMPLIANT</p> <p>Arrangements for Accessible Formats are available, upon request.</p>



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Section	Initiative	Description	Status
12	Accessible Formats & Communication Supports	<p>s. 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,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	COMPLIANT
14	Accessible Websites & Web Content	<p>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.</p> <p>(4) Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <ol style="list-style-type: none">1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,<ol style="list-style-type: none">i. success criteria 1.2.4 Captions (Live), andii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).	COMPLIANT



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Part III – Employment Standard

Section	Initiative	Description	Status
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.	COMPLIANT
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>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.</p>	<p>COMPLIANT</p> <p>COMPLIANT</p>
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.	COMPLIANT
25	Informing employees of supports	<p>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.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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.</p>	COMPLIANT
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> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	COMPLIANT
27	Workplace Emergency Response Information	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>COMPLIANT</p> <p><i>Workplace Emergency Response Policy</i> SOP-0490, completed</p>



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Section	Initiative	Description	Status
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>(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>(3) Individual accommodation plans shall,</p> <ol style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) identify any other accommodation that is to be provided. 	<p>COMPLIANT</p> <p><i>Individual Accommodation Plans for Employees with Disabilities, POL-0541, completed</i></p>



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Section	Initiative	Description	Status
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, (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 (b) shall document the process.</p> <p>(2) The return to work process shall, (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; (b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>(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>	<p>COMPLIANT <i>Early and Safe Return-to-Work, SOP-0277, completed.</i></p> <p><i>Physical Demands Information, EHSPRO-0050, completed.</i></p> <p><i>Individual Accommodation Plans for Employees with Disabilities, POL-0541, completed</i></p>
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.	COMPLIANT
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.	COMPLIANT
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.	COMPLIANT

Part V – Compliance

Section	Initiative	Description	Status
86.1	Accessibility reports	<p><u>86.1 (3)</u> Subject to subsections 33 (3) and (5) of the Act, organizations shall file the accessibility report required under subsection 14 (1) of the Act with a director according to the following schedule:</p> <p>3. In the case of large organizations, every three years following the report that was due on December 31, 2014.</p> <p>4. In the case of small organizations having at least 20 but fewer than 50 employees,every three years following the report that was due on December 31, 2014.</p>	<p>COMPLIANT <i>AODA Compliance Reports submitted for;</i> WTC: 2013, 2014, 2017, 2020</p> <p>OSH: 2014, 2017, 2020</p>