



Multi-Year Accessibility Plan

General Requirements

| IASR Requirement | Description | AODA Compliance Date | Action Items | Status |
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| Develop Accessibility Policies | Develop, implement, and maintain policies on each applicable AODA Standard regarding how OCISO will achieve accessibility | January 1, 2014 | <ul style="list-style-type: none"> ·Create a policy that complies with AODA standards and helps OCISO achieve accessibility goals ·Have policy approved ·Ensure every OCISO employee and new hire is provided a copy of policy; provide policy in an accessible format if requested ·Post policy on external website and internal intranet | Completed |
| Develop a Multi-Year Accessibility Plan | Document a multi-year accessibility plan to outline OCISO's ongoing strategy to prevent and remove barriers and meet its requirement under this Regulation | January 1, 2014 | <ul style="list-style-type: none"> ·Document a plan with compliance deadlines and action items that outline what OCISO needs to do to achieve compliance over the next few years ·Post Plan on external website and internal intranet in an accessible format ·Provide Plan in an alternate accessible format if requested ·Review and update the plan at least once every 5 years | Completed |
| Training | All employees and any other person in Ontario who provides goods, services or facilities on behalf of OCISO (e.g. volunteers) must be trained on the requirements of the accessibility standards referred to in this Regulation and on related aspects of the <i>Human Rights Codes</i> as it pertains to persons with disabilities | January 1, 2015 | <ul style="list-style-type: none"> ·Develop and roll out a training program to educate all employees in Ontario on the AODA legislation, IASR and related aspects of the <i>Human Rights Code</i> ·Identify any third parties who represent OCISO that will need to be trained (e.g. volunteers) ·Develop a system for tracking completed training; document ·Ensure training is part of new hire onboarding | Completed and ongoing |

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| Online Reporting | File an online Accessibility Compliance Report | 1) December 31, 2014 2) December 31, 2017 3) December 31, 2020 4) December 31, 2023 | | Completed and ongoing |
| Kiosks | Consider accessibility features when designing, purchasing or acquiring self-service kiosks | January 1, 2014 | Not currently applicable but keep accessibility in mind if any self-service kiosks are purchased (interactive electronic terminals e.g. parking ticket terminals) | N/A |

Information and Communications Standard

| IASR Requirement | Description | AODA Compliance Date | Action Items | Status |
|---|--|-----------------------------|---|-----------------------|
| Feedback Processes | Organizations that currently have a processes for receiving and responding to feedback must ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request | January 1, 2015 | <ul style="list-style-type: none"> ·Identify all current feedback processes at OCISO (e.g. marketing, HR surveys, comment section on website) ·As needed, update current process for receiving feedback ensuring accessibility ·Develop understanding of technology and tools available to adequately respond to needs | Completed and ongoing |
| Accessible Formats & Communication Supports for Public Information | Obligated organizations must provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request; i.e. make public information about OCISO accessible upon request Exceptions: OCISO is not required to provide accessible formats for products and product labels, unconvertible information or communications, and information that OCISO does not directly or indirectly control | January 1, 2016 | <ul style="list-style-type: none"> ·Inform OCISO staff and the public about the availability of and process for requesting accessible formats and communication supports ·Consult with the person making the request in determining the suitability of an accessible format or communication support ·Incorporate language on website and future marketing material to advise that, in accordance with AODA, accessible format requests may be provided on request | Completed |

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| Websites and Web Content Accessibility | Websites and web content must conform with the World Wide Web Consortium Web Content Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA (excluding live captioning and pre-recorded audio descriptions) | January 1, 2014: Level A January 1, 2021: Level AA | ·Conduct an assessment of current web functionality to ensure compliance and adequate accessibility features | Completed and ongoing |
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Employment Standard

| IASR Requirement | Description | AODA Compliance Date | Action Items | Status |
|---|--|-----------------------------|--|-----------------------|
| Recruitment: General | Notify employees and the public that accommodations can be made during the entire recruitment process for applicants with disabilities | January 1, 2016 | ·Identify all mechanisms for posting positions ·Incorporate language on postings and OCISO career websites to ensure both internal and external applicants are aware that accommodations can be made in accordance with AODA | Completed and ongoing |
| Recruitment: Assessment or Selection Process | 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 used | January 1, 2016 | ·Incorporate language in all notification mechanisms to applicants for interviews (emails, phone calls etc.) that accommodation is available in accordance with AODA, upon request ·If an applicant makes a request for an accommodation, consult with the applicant to arrange for a suitable accommodation ·Review current recruitment process (rooms, tests, other assessment means) to ensure barriers may be removed and accessible features can be provided upon request in accordance with AODA | Completed and ongoing |
| Recruitment: Notice to Successful Applicants | When making offers of employment, notify the successful applicant that OCISO has policies that support accommodating employees with disabilities | January 1, 2016 | ·Add language in offer letter and when making verbal offers regarding OCISO's accessibility policies and where to find additional information such as on OCISO's internal and external websites | Completed and ongoing |

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| Accessible Formats and Communication Supports for Employees | Inform employees about OCISO's policies that support employee's with disabilities, including the provision of job accommodations that take into account an employee's accessibility needs due to disability | January 1, 2016 | <ul style="list-style-type: none"> ·Develop a communication strategy to educate and advise current staff on OCISO's policies, plan, and processes (email, posting on intranet, staff meetings, etc.) ·Inform new employees about support policies by incorporating accessibility training and providing policies as part of the onboarding process in Ontario ·Provide updated information to employees whenever there is a change to existing policies | Completed and ongoing |
| 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 a) information that is needed in order to perform the employee's job; and b) information that is generally available to the employees in the workplace. | January 1, 2016 | <ul style="list-style-type: none"> ·Educate employees and managers on the availability of accessible format and communication supports; such supports may include screen reader software, electronic copies of printed documents, large print document, TTYs, etc. | Completed and ongoing |
| Workplace Emergency Response Information | Provide individualized workplace emergency response information to employees who have a disability, to help them during an emergency and ensure emergency information is formatted so an employee with a disability can understand it | January 1, 2016 | <ul style="list-style-type: none"> ·Determine what emergency response information OCISO has that may need to be reformatted or provided in an accessible format ·Provide employees in Ontario who request or who OCISO is aware of the need for accommodation due to a disability to receive individualized workplace emergency response information ·Follow up with employees periodically | Completed and ongoing |
| Individual Accommodation Plans | Develop a written process to document individual accommodation plans for employees with disabilities | January 1, 2016 | <ul style="list-style-type: none"> ·Review current accommodation processes and practices ·Develop or update procedure for these requests in accordance with AODA; this may include working with benefits provider | Completed and ongoing |

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| Return to Work Process | Develop and document a return to work process for employees who have been absent from work due to a disability and may require disability related accommodations in order to reintegrate successfully back into the workplace | January 1, 2016 | <ul style="list-style-type: none"> ·Review current return to work processes and practices ·Develop or update return to work processes in accordance with AODA; dependent upon nature of disability | Completed and ongoing |
| Performance Management, Career Development and Advancement, Redeployment | | January 1, 2016 | <ul style="list-style-type: none"> ·Assess current performance management processes, training, and professional development materials and ensure needs of employees with disabilities are taken into account ·Ensure managers are educated on effective communication strategies and reasonable accommodation ·Ensure all future training and materials are developed with accessibility in mind ·Review and update any current related policies and practices to ensure accommodation plans are referred to | Completed and ongoing |

Design of Public Spaces

| IASR Requirement | Description | AODA Compliance Date | Action Items | Status |
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| Design of Public Spaces | Make new or redeveloped spaces accessible and maintain accessible elements of public spaces | January 1, 2017 | n/a at this time | n/a |

Date Created:

Last Update: February 2016