**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**

**INTEGRATED ACCESSIBILITY STANDARDS –LABELINK ONTARIO**

**Multi Year Plan**

**Part I – GENERAL REQUIREMENTS**

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| 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.  | Policies have been developed for:* Customer Service Standard
* Integrated Accessible Standard
 | Complete  | August 2017  |
| 4 | Accessibility Plans | 4.(1) Large organizations shall, 1. 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;
2. post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
3. review and update the accessibility plan at least once every five years.
 |  Review – Identify barriers and solutions for removing barriers Policies have been posted internally. Review annually to ensure application and consistency in processes implemented  | Complete  Complete |  November 30, 2023 November 16, 2023 |

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| 6 | Self-Serve Kiosks | 6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. |  Not Applicable |  |   |
| 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. |  Retrain employeesTrain new employees:* Brampton
* Guelph
* Mississauga
* Pickering

 . |   | November 30, 2023 |

**PART II – Information and Communications Standards**

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| 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. |  .Upon request, the processes for receiving and responding to feedback will be accessible to persons with disabilities.When requested, determine what accessible formats and communication supports we will provide.Ensure staff and management are aware of the need to accommodate upon request (Include in training, and instruct to communicate with HR) |  As requested |  Complete |
| 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 b) at a cost that is no more than the regular cost charged to other persons. | When requested, determine what accessible formats and communication supports (-e.g. larger print, paper format,) will be provided to persons with disabilities Ensure these formats and supports can be provided in a timely manner. Communicate to staff and management that no additional charge is required (include in training, and instruct to communicate with HR) | As requestedIn Policy |  Complete  |
| 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. | Develop a plan to accommodate the person making the request. | As Requested  |  Complete |
| 12 |  | 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports. | Included in IASR Policy.. |  |  Complete |
| 13 | Emergency Procedures, Plans or Public Safety Info | 13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. | Internal Emergency Safety Procedures in place for staff and visitors. Public emergency safety procedure not required. |   |  November 16, 2023 |
| 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. |  WCAG version 2.0 AA: 87/100WCAG version 2.1 AAA: 81/100 |  Website currently under review to ensure 100% compliance with WCAG 2.0 |

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| 15 | Educational & Training Resources & Materials | 15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given: 1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
2. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
3. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.
4. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.
 | N/A | N/A |   |
| 16 | Training to Educators | 16(1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction. | N A | N/A |   |
|  |  | (2) Obligated organizations that are school boards or educational or training institutions 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. | N A | N A |   |
| 17 | Producers of Educational or Training Material  | 17(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions. | N A | N A |   |
|  |  | (2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions. | N A | N A |   |
| 18 | Libraries of educational & training institutions | 18(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1). | N A | N A |   |

**PART III – Employment Standard**

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| 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. | Labelink is committed to equal consideration of candidates during the recruitment, assessment and selection process. Job postings will include notifying applicants that upon request, accommodations can be made. Job postings will have BFQ as per job description. | Complete |  Complete |
| 23 | Recruitment, Assessment or Selection Process | 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. (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. | Labelink will consult with the individual to determine and arrange suitable accommodation in a manner that takes into account the applicant’s disability.Labelink will consult with the individual to determine and arrange suitable accommodation in a manner that takes into account the applicant’s disability | CompleteComplete  |  CompleteComplete |
| 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. | When making offers of employment, Labelink will notify the successful applicant of its policies for accommodation.  | Complete  | Complete |
| 25 | Informing Employees of Supports | 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.  | Employees have been notified | Complete  |  November 30, 2023 |
| 25 |  | 25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.  |  Incorporate into the Onboarding process |   |  December 20, 2023 |
| 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. |  Updated information will be communicated to employees plant meetings as necessary. | Complete  |  November 16, 2023 |
| 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, 1. information that is needed in order to perform the employee‘s job (SOP); and
2. information that is generally available to employees in the workplace.
 | Upon request. | Complete  |  November 30, 2023 |
| 26 |  | 26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. | Define standard formats we will offer: - Large font - Pdf - Verbal - Written - Sharepoint - On-line When requested, source provider for audio / visual technical disability.  | Complete  |   |
| 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. | Process in place  | Complete | November 30, 2023  |
| 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.  |  Process in place |  Complete |  November 16, 2023 |
| 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.  | Accommodation process is in place for employees who require modification of duties or an alternate position. |  Complete |   |
| 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. |  Complete | Complete |   |
| 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. | A policy has been developed for individual accommodation plans.  .A written process for individual emergency response has been developed. |  Complete  |  November 30, 2023 |
| 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 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.
 |  Completed |  Complete | November 30, 2023  |
| 29 | Return to Work Process | 29.(1) Every employer, other than an employer that is a small organization, 1. 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
2. shall document the process.
 | The return-to-work policy has been revised to satisfy these requirements | Complete  | November 30, 2023 |
| 29 |  | 29. (2) The return to work process shall, 1. 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
2. use individual documented accommodation plans, as described in section 28, as part of the process.
 |  Completed |  Complete  | November 30, 2023  |
| 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. |   |  |   |
| 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. |  Complete |  |   |
| 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. | Complete |  |   |
| 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. |  N/A |  |   |