

## Multi-Year accessibility Plan

Action	Responsibility	Status
<p><b>Customer Service:</b></p> <p><b>Accessibility Policies</b></p> <ul style="list-style-type: none"> <li>▪ Develop statements of commitment to Accessibility</li> <li>▪ Develop and implement Integrated Accessibility Standards Policy.</li> <li>▪ Instructions on how to interact and communicate with customers with various types of disabilities.</li> <li>▪ Instructions on how to interact with people with disabilities who use assistive devices eg: service animal or support person</li> <li>▪ Instructions on what to do if a customer with disability is having difficulty accessing our services.</li> </ul>	HR & Accessibility Coordinator Team	Completed
<p><b>Develop a multi-year accessibility plan</b></p> <ul style="list-style-type: none"> <li>▪ An Accessibility plan outlines what steps to prevent and remove barriers to accessibility. Multi Year Accessibility Plan was developed.</li> <li>▪ Post multi-year accessibility plan on website and provide in an accessible format, upon request.</li> <li>▪ Review and update the plan at least once every five years.</li> </ul>	HR & Accessibility Coordinator Team	Completed & on going
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ All employees</li> <li>▪ All other persons who provide goods and services on behalf of our company.</li> <li>▪ All persons who participate in developing the company's policies</li> </ul>	HR & Accessibility Coordinator Team	On going
<p><b>Information and communications Standards:</b></p> <p><b>Feedback processes</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that processes for receiving and responding to feedback are accessible by persons with disabilities</li> <li>▪ Notification to the public about the availability of accessible formats</li> </ul>	HR & Accessibility Coordinator Team	Completed
<p><b>Accessible formats and communication supports</b></p> <ul style="list-style-type: none"> <li>▪ Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.</li> <li>▪ Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities</li> </ul>	HR & Accessibility Coordinator Team	Completed
<p><b>Emergency procedures, plans</b></p> <ul style="list-style-type: none"> <li>▪ Emergency procedures, plans that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.</li> </ul>	HR & Accessibility Coordinator Team	Completed
<p><b>Accessible websites and web content</b></p> <ul style="list-style-type: none"> <li>▪ Ensure all websites and content conform to guidelines and will ensure website compliance under AODA - WCAG 2.0 Level A initially.</li> </ul>	Web Development Team	On going

<p><b>Employment Standards:</b></p> <p><b>Recruitment, Assessment, Selection</b></p> <ul style="list-style-type: none"> <li>▪ Review and update existing recruitment, policies, procedures and processes.</li> <li>▪ Specify that accommodation is available for applicants with disabilities on the website and on job postings.</li> <li>▪ 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.</li> <li>▪ 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.</li> </ul>	HR	Completed
<p><b>Informing employees of supports</b></p> <ul style="list-style-type: none"> <li>▪ Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities.</li> <li>▪ Keep employees up to date on changes to policies/procedures relating to job accommodations.</li> </ul>	HR	Completed
<p><b>Accessible formats and communication supports for employees</b></p> <ul style="list-style-type: none"> <li>▪ When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.</li> </ul>	HR	
<p><b>Workplace emergency response information</b></p> <ul style="list-style-type: none"> <li>▪ Individualized workplace emergency response information procedures have been developed for employees with disabilities.</li> </ul>	HR	Complete
<p><b>Documented individual accommodation plans / Return to work Process</b></p> <ul style="list-style-type: none"> <li>▪ Create a written process for the development of documented individual accommodation plans for employees with disabilities</li> <li>▪ Return to work plans for employees with disabilities.</li> <li>▪ Include in the process and plans all of the required elements eg: accessible formats, communications supports etc.</li> </ul>	HR	
<p><b>Performance management, career development, advancement and redeployment</b></p> <ul style="list-style-type: none"> <li>▪ Review and update existing policies, practices</li> <li>▪ Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development &amp; advancement opportunities and considering redeployment.</li> </ul>	HR	

<b>Make parking accessible</b> ▪ Where practicable, new and redeveloped parking areas meet certain technical requirements		Completed
<b>Make outdoor public eating areas accessible.</b> ▪ If newly constructing or redeveloping outdoor public eating areas, where practicable		N/A