

# Multi-year Accessibility Plan for IASR

## INTENT

This 2019 to 2024 accessibility plan outlines the policies and actions that Ontario Excavac will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

## STATEMENT OF COMMITMENT

Ontario Excavac believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## REVIEW AND UPDATE

This document was created on September 26, 2018 and must be reviewed and updated by January 1, 2019.

## PLAN

Accessibility Requirement	Compliance Deadline	Current Barriers	Target Date	Owner	Status	Completed
<b>GENERAL REQUIREMENTS</b>						
Establishment of accessibility policies	1-Jan-14	Development of company policies	1-Nov-18	G.Meade	POL0025 and POL0026	21-Dec-18
Updated Accessibility Plan	1-Jan-19	Submitted 10Apr2017	31-Dec-18	G.Meade		21-Dec-18
Training on IASR and Human Rights	1-Jan-15		30-Jun-18	G.Meade	Done, will train new hires as onboarded	ongoing
<b>INFORMATION AND COMMUNICATION</b>						
Feedback process	1-Jan-15	not required				
Accessible formats and communication supports	1-Jan-16	as needed	as requested	G.Meade		as requested
Emergency procedures	1-Jan-12	not required				
Websites and Web Content WCAG 2.0 Level A	1-Jan-14			B.Wood	Done and verified by Launch Media	12-Nov-18
Websites and Web Content WCAG 2.0 Level AA, other than: success criteria 1.2.4 Captions (Live), and; success criteria 1.2.5 Audio Descriptions (Pre-recorded)	1-Jan-21	Cost Saving Calculator does not comply with level AA. <a href="https://www.aoda.ca/a-guide-to-the-integrated-accessibility-standards-regulation/#sect14">https://www.aoda.ca/a-guide-to-the-integrated-accessibility-standards-regulation/#sect14</a>	1-Jan-21	B.Wood		

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<b>EMPLOYMENT STANDARDS</b>						
Recruitment, Assessment or Selection	1-Jan-16		1-Nov-18	G.Meade	Completed. Posted on the career page of our website.	23-Oct-18
Informing Employees of Supports	1-Jan-16		30-Jun-18	G.Meade	Release of POL0006 Medical Leave and Workplace Accommodation along with training.	30-Jun-18
Accessible formats and communication supports for employees	1-Jan-16		30-Jun-18	G.Meade	Release of POL0006 Medical Leave and Workplace Accommodation along with training.	30-Jun-18
Workplace emergency response information	1-Jan-12		30-Jun-18	G.Meade	Release of Emergency Response Procedure along with training.	30-Jun-18
Documented Individual Accommodation Plans	1-Jan-16		30-Jun-18	G.Meade	Release of POL0006 Medical Leave and Workplace Accommodation along with training.	30-Jun-18
Return to Work Process	1-Jan-16		30-Jun-18	G.Meade	Release of POL0006 Medical Leave and Workplace Accommodation along with training.	30-Jun-18
Performance Management Process	1-Jan-16		1-Nov-18	G.Meade	Standard performance evaluation forms.	12-Mar-18
Career Development and Advancement	1-Jan-16		1-Nov-18	G.Meade	Standard performance evaluation forms.	12-Mar-18
Redeployment	1-Jan-16		30-Jun-18	G.Meade	Release of POL0006 Medical Leave and Workplace Accommodation along with training.	30-Jun-18
<b>CUSTOMER SERVICE STANDARDS</b>						
Develop, implement and maintain policies regarding the provisions of goods, services or facilities to persons with disabilities.	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Prepare one or more documents describing the accessible customer service policies, provide on request and notify that the documents are available on request.	1-Jul-16		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18

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Ensure that a person with a disability is permitted to enter the premises with the service animal and to keep the animal with them unless the animal is otherwise excluded by law from the premises.	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Ontario Excavac's services or facilities if the person's service animal is excluded from the premises	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	1-Jul-16		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Provide accessible customer service training to all staff	1-Jan-12		1-Jan-18	G.Meade	AODA training	ongoing
Provide training on changes to policies to staff on an ongoing basis and keep records of training	1-Jan-12		1-Jan-18	G.Meade	Spring start up training	ongoing
Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	1-Jan-12		31-Dec-18	G.Meade	Release of POL0026 Integrated Accessibility Standards	21-Dec-18
Establish a feedback process for providing goods, services, or facilities to persons with disabilities	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18

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Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18
Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	1-Jan-12		31-Dec-18	G.Meade	Release of POL0025 Customer Service Standards	21-Dec-18