



CONDRAIN GROUP

Human Resource Policy Manual	AODA – Multi-Year Accessibility Plan
	DATE: April 9, 2014

Policy

This 2014-21 accessibility plan outlines the policies and actions that the Company will put in place to improve opportunities for people with disabilities.

Purpose

The purpose of this Statement of Policy and Procedure is to create a workable multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of the customers and employees with disabilities, and provide a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards.

Scope

This policy applies to all employees and all facilities of the Company in Ontario.

Responsibility

It is the responsibility of the Company to comply with all items under the Integrated Standard for AODA.

Multi-year Accessibility Plan

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. The Company believes in integration and equal opportunity. The Company is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

The multi-year plan must be reviewed and updated at a minimum of once every five years.

Accessible Emergency Information

The Company is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. The Company will provide employees with disabilities with individualized emergency response information when necessary.

Training

The Company will train employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Company will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 2015.

- Ensure that by January 2015, training is provided to all employees, volunteers, persons who deal with customers and the public on the company's behalf, and to persons participating in the development and approval of its policies, practices and procedures on the requirements of the regulation and on the Human Rights Code as it pertains to persons with Disabilities
- Maintain a record of the dates when training was provided and the individuals to whom it was provided.

Information and Communications

The Company is committed to meeting the communication needs of people with disabilities. The Company will consult with people with disabilities to determine their information and communication needs.

The Company will establish an accessibility policy, procedures and practices for providing accessible information and communications that take into account a person's disability when communicating or providing information. This includes:

- Posting the policy in a visible place on the premises and on the new corporate website
- Providing the policy in an alternative format upon request
- Ensuring that the cost of providing this policy in an accessible format is not more than the regular cost charged to other people

The Company will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- When an accessible format is requested, the person making the request is consulted to determine suitability of format
- The public is notified about the availability of accessible formats and communication supports

The Company will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Assessing and reviewing the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in the organization
- Explaining how the Company plans to produce and deliver alternately formatted material essential to the Company and the client and what those materials are
- Notifying the public about the availability of accessible formats and communication supports
- Consulting with a person with a disability when alternative accessible formats and communication supports are requested
- Having a process in place for clients to request and to be provided with information and communication in an accessible format and explaining when an accessible format is not feasible
- Posting this information on the Company website or in a conspicuous place on the premises

- If the information or communications are unconvertible, upon request, the organization will provide an explanation of why it is unconvertible, and provide a summary of the unconvertible information or communications

The Company will take the following steps to make all websites and content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and increasing to level AA (For all websites and content) by 2021. This Includes:

- Conducting an assessment of the organization's website and testing for accessibility
- Committing and planning to make the website accessible and outline the course of actions and timeline the course of actions and timelines needed to achieve web accessibility based on the results of the Company assessment and compliance with the law
- Obtaining tools and resources to build or make the website accessible and train the people who will use the software to make the website accessible
- Developing accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA
- Providing staff training to all employees, volunteers, and persons participating in the development and approval of the company policies, practices and procedures on website accessibility.

Employment

The Company is committed to fair and accessible employment practices.

The company will include the requirements under the employment standard in it's the multi-year plan, including the following:

- Workplace emergency response information
- Assessment of barriers in employment
- Support information for new employees
- Accessible formats and communication
- Documenting individualized plans
- Performance assessment, career development, advancement and deployment

Workplace emergency response information

The Company will provide individualized workplace emergency response information to employees who have disclosed a disability.

With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Assessment of barriers in employment

The Company will identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.

Recruitment

The Company will promote employment opportunities for the designated groups including persons with disabilities.

Support information for new employees

The Company will inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment

Accessible formats and communication

The Company will, upon request by the employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.

Documenting individualized plans

The Company will develop a written process for developing individual accommodation plans for employees with disabilities

The Company will develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.

Performance assessment, career development, advancement, and redeployment

By January 2016, the Company will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans:

- When assessing their performance
- In managing their career development and advancement
- When redeploying them

Design of Public Spaces

The Company will meet the Accessibility Standards for the Design of Public spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, cur ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Outdoor public eating areas like rest stops or picnic areas

The Company will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

In the event of a service disruption, the Company will notify the public of available alternatives.

For More Information

For more information on this accessibility plan,

Please contact the Human Resource Department

Phone 905-669-5400

Email cd-hr@condrain.com

Accessible formats of this document are available free upon request from:

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