

OTIP Multi-Year Accessibility Plan

The multi-year accessibility plan is a tool for OTIP to communicate its accessibility initiatives internally and to the public. This plan will be reviewed at minimum every five years. The following chart outlines the initiatives completed, in progress and ongoing for 2012 to 2021 and the deadlines for completion.

Accessibility Standards for Customer Service

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
3	Establishment of policies, practices and procedures	3(1) Every provider of goods and services shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.	Policies, practices and procedures will be provided in a manner that respects the dignity and independence of persons with disabilities; and persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from goods and services.	January 1, 2012	X		X
4	Use of service animals and support persons.	4(2) If a person with disability is accompanied by a guide dog or other service animal, the provider of goods and services shall ensure the person is permitted to enter the premises with the animal and keep the animal with them unless otherwise excluded by law from the premises.	Service animals are permitted on the premises unless otherwise prohibited by law. This information is included in employee training.	January 1, 2012	X		X
		4(4) If a person with a disability is accompanied by a support person, the provider of goods and services shall ensure both persons 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.	Support persons are permitted on the premises and may accompany the person with disabilities at all times. This information is included in employee training.	January 1, 2012	X		X
5	Notice of temporary disruption	5(1) If in order to obtain, use or benefit from a provider's goods and services, persons with disabilities usually use particular facilities or services in whole or in part, the provider shall give notice of the disruption to the public.	If entry points or if access is temporarily unavailable, notice will be posted explaining the reason, anticipated duration and alternative methods for access.	January 1, 2012	X		X
6	Training for staff	6(1) Every provider of goods and services shall ensure that persons	Training will be provided to every person who deals with the public	January 1, 2012	X		X

		receive training about the provision of its goods and services to persons with disabilities.	or other third parties on behalf of the provider; every person who participates in development of policies, practices and procedures governing the provision of goods or services to the public. Training will include how to interact and communicate with persons with various types of disabilities. Training will be provided as soon as practicable upon hire. Training will be ongoing in connection with changes to policies and procedures.				
7	Feedback process for providers of goods or services	7(1) Every provider of goods and services shall establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make the information about the process readily available to the public.	Feedback about the manner in which we provide goods and services can be provided by phone, in writing, or by email via our website.	January 1, 2012	X		X
	File an accessibility report	Every private sector organization shall file an accessibility report with the government verifying its compliance with the Customer Service Standard, AODA.	Complete all requirements of the Customer Service Standard and file report.	December 31, 2012.	X		

Integrated Accessibility Standards

Part 1 – General Requirements

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
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 meetings its requirements under the accessibility standards referred to in this regulation.	Standards & practices drafted.	January 1, 2014	X		X
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and	Establish and document multi-year accessibility plan. Consult with necessary	January 1, 2014	X		X

		document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	stakeholders, identify barriers and develop and implement plans to remove them. Review and update plan at least once every five years.				
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.	Determine method of training – in person, online, or combination.	January 1, 2015	X		X

Part 2 – Information and Communication Standards

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
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.	Ensure staff and management are aware of the need to accommodate upon request through training. Any questions or requests to be directed to member	January 1, 2015	X		X

			relations.				
12	Accessible formats and 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.	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request. Ensure these formats and supports can be provided in a timely manner. Ensure staff and management are aware of the need to accommodate upon request through training. Questions or requests to be directed to member relations.	January 1, 2016	X		X
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.	Communicate to staff and management of this requirement through training. Questions or requests directed to member relations.	January 1, 2016	X		X
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post on website (included in policy/practices).	January 1, 2016	X		X
14	Accessible websites and 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.	Website editor responsible for ongoing compliance with WCAG 2.0 level A requirements.	January 1, 2014 New websites and web content on those sites must conform with WCAG 2.0 level A. January 1, 2021 All websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4	X		X

				Captions (Live) and 1.2.5 Audio descriptions (pre-recorded)			
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Part 3 – Employment Standard

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
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.	Include a statement in job postings and company profile on career section of website stating our commitment in providing accommodations for persons with disabilities.	January 1, 2016	X		X
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.	Notify applicants (telephone, email, letter, etc.) based on required accommodations advised. Identify barriers: location of interview room, room set up for in person interviews, supports, paperwork, etc. Review accessibility in our interview guidelines.	January 1, 2016	X		X
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.	Put statement in hire letter/agreement re: our commitment to providing an accessible workplace.	January 1, 2016	X		X
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.	Include information in employee orientation. Review and sign off on information and policies related to accessibility.	January 1, 2016	X		X

25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Include information in employee orientation. Review and sign off on information and policies related to accessibility.	January 1, 2016	X		X
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.	Provide updates as required via intranet, and policy review and sign off.	January 1, 2016	X		X
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, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace.	Protocol in place for HR and management to consult with employee to determine necessary accommodations.	January 1, 2016	X		X
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	See 26.1	January 1, 2016	X		X
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.	Review existing process and update as needed to ensure ongoing compliance.	January 1, 2012	X		X
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.	Review existing process and update as needed to ensure ongoing compliance.	January 1, 2012	X		X

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.	Review existing process and update as needed to ensure ongoing compliance.	January 1, 2012	X		X
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.	Review existing process and update as needed to ensure ongoing compliance.	January 1, 2012	X		X
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.	Review existing accommodation processes to ensure compliance.	January 1, 2016	X		X
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	Review existing accommodation processes to ensure compliance.	January 1, 2016	X		X

		<p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>					
29	Return to work processes	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) 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</p> <p>(b) shall document the process.</p>	Review current process.	January 1, 2016	X		X
29		<p>29. (2) The return to work process shall,</p> <p>(a) 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</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Review current process.	January 1, 2016	X		X
29		29. (3) The return to work process	Info piece to be included in	January 1,	X		X

		referenced in this section does not replace or override any other return to work process created by or under any other statute.	current process.	2016			
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.	Review current performance management process keeping individual accommodation plan in mind.	January 1, 2016	X		X
31	Career development and 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.	Review current process keeping individual accommodation plan in mind.	January 1, 2016	X		X
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.	Review current process keeping individual accommodation plan in mind.	January 1, 2016	X		X