

Accessibility for Ontarians with Disability Act, 2005

AODA Multi-Year Accessibility Plan 2011-2021

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
PART 1 - General Requirements					
3	Policies, Practices, Procedures	s 3 - Establish policies, practices and procedures on providing goods or services to persons with disabilities according to requirements set out in regulation. - Create document describing policies, procedures and practices; provide upon request in alternative format.	Communicate compliance requirement. Draft and distribute Customer Service policy update for training. Draft AODA and CSS.	Complete	1-Jan-14
3	Policies, Practices, Procedures	s 3 (4) - Must communicate with a person with a disability in a manner that takes into account his/her disability	Respond to employees and customers as required.	Ongoing	1-Jan-14
4	Use of service animals and support persons	s 4 - Establish policies, practices and procedures around a person with a disability being accompanied by a service animal or support person	Communicate compliance obligation (training). Include in Customer Service policy, update in training, include in Customer Service Accessibility Plan.	Complete	1-Jan-14
5	Notice of Temporary Disruptions	s 5 - Provide public notice of disruption in facilities or services by posting on premise - Include in notice for reason for disruption, anticipated duration, and description of alternatives, if available - Create a document describing steps to be taken for temporary disruptions; provides upon request	Commitment written in policies. Advise staff of requirement and follow-up as required. Create template notice document to be used by staff.	Complete	1-Jan-14

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
6	Training for staff	<p>s 6 Provide training to:</p> <ul style="list-style-type: none"> - employees, agents, volunteers who deal with the public or others. - everyone who participates in developing the policies, practices, and procedures governing providing goods or services to public or others - Include training on specific topics set out in regulation -Provide training on ongoing basis to reflect any changes to policies, practices and procedures -Create document describing training policy, summary of contents and details when provided -Keep records of training provided, including date and numbers trained 	<p>Develop training delivery program</p> <p>Draft training slides</p> <p>Communicate requirement to all salaried staff</p> <p>Distribute training program</p> <p>Monitor training rollout</p>	Complete	1-Jan-14
7	Feedback Process	<p>s 7</p> <ul style="list-style-type: none"> - Establish process for receiving and responding to feedback; make information about process publicly available. - Create document describing process; make available upon request. 	<p>Create and maintain database of any and all feedback received</p> <p>Description of process included in policies and made publically available in binders near reception area</p>	Complete	1-Jan-14
8	Notice of availability of documents	<p>s 8</p> <ul style="list-style-type: none"> - Notify customers that the documents covered by this regulation are available upon request by posting conspicuously on premises, website or other reasonable methods. 	<p>All policies and other materials made publically available in binders near reception area</p>	Complete	1-Jan-14
9	Format of documents	<p>s 9</p> <ul style="list-style-type: none"> - Alternate format of documents covered in this regulation must take into account person's disability. 	<p>Respond to employees and customers as required</p>	Complete	1-Jan-14
Section	Initiative	Integrated Accessibility Standard	Action Plan	Status	Compliance Date
PART 1 - General Requirements					

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3	Establish Accessibility Policy	s 3 (1) 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.	Communicate compliance requirement to all levels Draft and distribute Integrated Standard Accessibility Policy document for employee training	Complete	1-Jan-14
3	Establish Accessibility Policy	s 3 (2) Include a statement of organizational commitment to meeting accessibility needs	Draft written commitment statement and include it in Multi-Year Accessibility Plan (MYAP) and policy.	Complete	1-Jan-14
3	Establish Accessibility Policy	s 3 (3) Prepare a written document describing policies and make it publicly available in accessible format	Draft the written accessibility policy document(s) Communicate with Corporate team/IT to post required document(s) on website in an accessible format.	Complete	1-Jan-14
4	Accessibility Plans	s 4 Establish, implement, maintain and document a Multi-Year Accessibility Plan (MYAP); post online in accessible format (if applicable), and update it every five years.	Draft a Multi-Year Accessibility Plan (MYAP). Diarize update deadline four years in advance to ensure a one year review period. Complete review at least every 5 years. Amend MYAP and repost/distribute as necessary. Provide in an accessible format upon request.	Ongoing	1-Jan-14
6	Self-Serve Kiosks	s 6 (1) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks s 6 (2) Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Identify any self-service kiosks (currently none) Communicate compliance requirements to all levels. Consider including procurement terms in any kiosk purchase contracts to provide for potential accessibility issues.	Ongoing	1-Jan-14

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
7	Training	<p>s 7 (1) Provide training 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, employees, volunteers, persons who participate in developing the organization's policies and persons who provide goods, services or facilities on behalf of the organization</p>	<p>Create training material and program.</p> <p>Provide training to all employees, etc., and new employees, etc. as part of orientation.</p> <p>Create and maintain record of training completion.</p> <p>Record future changes in policy and update training accordingly.</p> <p>Reconfirmed that Emergency Response training completed (with AODA component)</p>	Ongoing	1-Jan-15
7	Training	<p>s 7 (2-4) Training must be appropriate to the duties of the employee, etc.</p> <p>Employees, etc. must be trained as soon as practical.</p> <p>Provide training in respect of any changes to the policy on an ongoing basis.</p>	<p>Review training and adjust as appropriate for various levels and duties of employees</p> <p>Adjust training and re-train each time changes to policies take place.</p>	Ongoing	1-Jan-15
7	Training	<p>s 7 (5) Keep a record of training, including dates of those trained</p>	<p>Create and maintain a record of training completion.</p>	Complete	1-Jan-15
PART 2 - Information and Communication Standards					
11	Feedback	<p>s 11(1) Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p>	<p>Respond to email inquiries or telephone calls from employees, customers, etc. as required</p> <p>Provide or arrange for accessible formats for giving and receiving feedback upon receiving a request.</p> <p>Consult and utilize alternative technologies and/or outside consultants as necessary.</p>	Ongoing	1-Jan-15

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
11		<p>s 11(3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>Include notification wherever feedback procedures are described.</p>	Complete	1-Jan-15
12	Accessible Formats & Communication Supports	<p>s 12(1) Upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.</p> <p>s 12 (2) Do so in consultation with the requesting person, in a timely manner, taking into account person's accessibility needs, at a cost no greater than the cost charged to the other persons</p> <p>s 12 (3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>Respond to email inquires or telephone calls from employees, customers, etc. as required.</p> <p>Provide or arrange for accessible formats for giving and receiving feedback upon receiving a request.</p> <p>Consult and utilize alternative technologies and/or outside consultants as necessary.</p> <p>Include notification wherever feedback procedures are described.</p>	Ongoing	1-Jan-16
14	Accessible Websites & Web Content	<p>s 14 (4) 1. Ensure that new web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A</p> <p>2. All web contents must conform to WCAG 2.0 Level AA, subject to exceptions.</p>	<p>Dakkota does not have plans for a significant refresh of its website or a new urn. Minor changes such as job postings are done internally.</p>	Ongoing	<p>1-Jan-21 All internet websites and web content must conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Life); 1.2.5 Audio Descriptions (Pre-recorded).</p>
PART 3 - Employment Standard					

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
22	Recruitment - General	<p>s 22 Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>Review and revise any applicable HR policies to explain the requirement and the Company's commitment to compliance.</p> <p>Include an accessibility notification as part of all job-postings</p>	Ongoing	1-Jan-16
23	Recruitment, Assessment or Selection Process	<p>s 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.</p> <p>s 23 (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.</p>	<p>Review and revise any applicable HR policies to explain requirement and Company's commitment to compliance</p> <p>Include an accessibility notification as part of all job-postings</p> <p>Ensure that applicants with disabilities are properly accommodated as required</p> <p>Consult with the applicant as required</p> <p>Ensure enough time in the application process to receive, assess and implement accommodation request.</p>	Ongoing	1-Jan-16
24	Notice to Successful Applicants	<p>s 24 When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>Ensure applicants understand and are informed of accessibility/accommodation information.</p>	Complete	1-Jan-16
25	Informing Employees of Supports	<p>s 25 (1) Inform 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.</p> <p>s 25 (2) Provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>s 25 (3) Provide updated information to its employees whenever there is a change to existing policies</p>	<p>Continue to revise orientation at all levels as necessary</p> <p>Include AODA and disability policies in orientation training.</p> <p>Update policies in training and communicate through training/ee meetings.</p>	Ongoing	1-Jan-16

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
26		<p>s 26 (1) Upon request, provide or arrange for provision of suitable accessible formats and communication supports for information needed to perform the employee's job and information that is generally available to employees in the workplace.</p> <p>Consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Provide all information that is generally available to employees in an accessible manner as required.</p> <p>Continue with existing procedures for responding to accommodation/accessibility requests and determining the suitability of the request</p> <p>Respond to additional accessibility requests on a case by case basis as required</p> <p>Consult with requesting employees regarding suitability of accessibility as required.</p>	Ongoing	1-Jan-16
27	Workplace Emergency Response	<p>s 27 (1) If aware of need for accommodation, provide individualized workplace emergency response information (IWERI) to employees who have a disability, if the disability is such that the individualized information is necessary.</p>	Continue to review existing and future accommodation needs and provide individualized information as necessary	Ongoing	1-Jan-12
27		<p>s 27(2) If an employee who receives individualized workplace emergency response information (IWER!) 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.</p>	<p>Record the consent of the person receiving (IWERI) and keep a record of all designated persons.</p> <p>Provide the IWERI to the designated persons as necessary</p>	Ongoing	1-Jan-12
27		<p>s 27 (3) 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.</p>	Record and track response times via email and determine reasonable implementation time	Ongoing	1-Jan-12
27		<p>s 27 (4) Review the individualized workplace emergency response information (IWERI), (a) when the employee moves to a different location in the organization; (b) when the employee's overall needs change; or (c) when the employer reviews its general emergency response policies.</p>	<p>Employees to notify management in a timely manner when their needs change; respond accordingly</p> <p>Review all affected IWERIs when the Company's general emergency response policy changes</p>	Ongoing	1-Jan-12

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28	Documented Individual Accommodation Plans	<p>s 28 (1) Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>s 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, or other representative from the workplace, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 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.</p>	Refine existing written process for responding to accommodation/accessibility requests and developing accommodation plans	Complete	1-Jan-16
29	Return to Work Process	<p>s 29 (1) 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</p> <p>The process shall 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 (b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>Refine existing written process for employees who have been absent from work due to disability and require accommodation to return to work</p> <p>Refine existing written process for responding to accommodation/accessibility requests and developing accommodation plans</p>	Complete	1-Jan-16

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30	Performance Management	<p>s 30 (1) Take into account the accessibility needs of employees with disabilities when providing performance management.</p> <p>s 30 (2) In this section, “performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>	Continue using established performance management process; assess accommodation needs on individual basis	Ongoing	1-Jan-16
31	Career Development and Advancement	<p>s 31 (1) Take into account the accessibility needs of its employees with disabilities when using career development and advancement.</p> <p>s 31 (2) In this section, “<i>career development and advancement</i>” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>	Continue using established performance management process; assess accommodation needs on individual basis	Ongoing	1-Jan-16
32	Redeployment	<p>s 32 (1) Take into account the accessibility needs of its employees with disabilities when redeploying employees with disabilities.</p> <p>s 32 (2) In this section, “<i>redeployment</i>” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	Continue using established performance management process; assess accommodation needs on individual basis	Ongoing	1-Jan-16
PART 4. 1 Built Environment					

Section	Initiative	Customer Service Standard	Action Plan	Status	Compliance Date
80	Design of Public Spaces when building or making modification to public spaces	The General Requirements section of the Integrated Accessibility Standards Regulation also includes requirements that relate to the Design of Public Spaces Standard. As it applies to our organization include: a) outdoor paths of travel such as sidewalks, ramps, stairs, curb ramps, off-street parking b) service related elements such as reception, waiting areas	Review and create policy pertaining newly constructed or redeveloped public spaces are to meet the AODA Build Environment Requirements. Ensure staff responsible understand and follow requirements (part of AODA training)	Ongoing	1-Jan-17
Various					
	Various	File Accessibility Reports as required	Review filing requirements on an annual basis; file as required.	Ongoing	Various