

Multi-Year Accessibility Plan

Accessibility Plan for Achēv

This Accessibility Plan outlines the policies and actions that the Achēv will put into place to improve opportunities for people with disabilities, in accordance with the provisions of the Accessibility for Ontarians with Disabilities Act (AODA) and Regulation 191/11 (the “Regulation”).

Statement of Commitment

Achēv strives to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices, in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the AODA and its regulations.

The accessibility plan has been developed by the Achēv to outline its commitments for 2014-2021 to ensure that no new barriers are created and that, over time, existing ones are removed.

ACHĒV’S ACCESSIBILITY PLAN

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
Customer Service Standard O. Reg 429/07	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Dignity 2. Independence 3. Integration 4. Equal Opportunity <p>To provide accessible customer service, organizations need to create and put in place a plan that:</p>	Completed and continuing on an as need basis.	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
		<ol style="list-style-type: none"> 1. Considers a person's disability when communicating with people 2. Allows assistive devices 3. Allows service animals 		
		<ol style="list-style-type: none"> 1. Lets customers know when accessible services are not available 2. Train staff on accessible customer service Put their plan in writing 3. Let customers know how to find the organization's plan Offer the plan in accessible formats 4. Report the organization's progress 	Completed and continuing on an as need basis.	January 1, 2012
	Training	<p>Customer Service training must be provided for:</p> <ol style="list-style-type: none"> 1. Those who interact with members of the public on behalf of the agency 2. Persons who participate in developing the agency's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	<p>Completed and continuing on an as need basis.</p> <p>In-house training has been provided to all present staff.</p> <p>Training will be provided to newly hired employees and when</p>	January 1, 2012

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
			policies change.	
	Feedback Process	<p>Establish an accessible process for receiving and responding to feedback about the manner in which the agency provides goods or services to persons with disabilities.</p> <p>The information about the process will be readily available to the public.</p>	Completed and continuing on an as need basis.	January 1, 2012
<p>Integrated Access. Standards Regulation</p> <p>O. Reg. 191/11, s. 3</p>	Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation	<p>HR completed and continuing on an as need basis</p> <p>Developed, implemented and maintain an accessibility policy</p> <p>Made Accessibility Policy available at:</p> <p>1. www.Achev.com</p> <p>2. 210 - 90 Burnhamthorpe Rd W, Mississau</p>	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
			<p>ga, Ontario, L5B 3C2</p> <p>3. By telephone: 905-949- 0049</p> <p>4. In writing, to the Senior Director, Human Resources</p> <p>5. Electronic ally to: hrforms@ Achēv.co m or on disk</p> <p>Will provide it in an accessible format upon request</p>	
<p>Integrated Accessibility Standards Regulation</p> <p>O. Reg. 191/11, s. 4</p>	<p>Accessibility Plans</p>	<p>s. 4 (1) Large organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation</p> <p>(b) post the accessibility plan on</p>	<p>Completed and continuing on an as need basis</p> <p>Established, implemented, maintaining and documented a multiyear accessibility</p>	<p>January 1, 2014</p>

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
		<p>their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years</p>	<p>plan. HR will posted the accessibility plan on Achēv website</p> <p>HR will provide it in alternative format upon request.</p> <p>HR will prepare regular status reports</p>	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5	Procuring or acquiring goods, services or facilities	s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Not Applicable to Achēv	
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.	Not Applicable to Achēv	
Integrated Accessibility Standards	Self-Service Kiosks	s. 6 (1) Without limiting the generality of section 5, the Government of Ontario. Legislative Assembly and designated public	Not Applicable to Achēv	Jan 1, 2014

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
Regulation O. Reg. 191/11, s. 6		<p>sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (2) Large organizations and small organizations shall have regard to the accessibility for person with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (3) The Government of Ontario, Legislative Assembly and designed public sector organizations shall meet the requirements of this section in accordance with the schedule set out in subsection 5 (3).</p> <p>s. 6 (4) Large organizations shall meet the requirements under subsection (2) as of January 1, 2014 and small organizations shall meet the requirements as of January 1, 2015.</p>	<p>IT completed and continuing on an as need basis</p> <p>Not Applicable to Achēv</p> <p>IT completed and continuing on an as need basis</p>	Jan 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7	Training	<p>s. 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 <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in</p>	Ongoing: HR has implemented Ontario Human Rights Code training module for all employees and	January 1, 2015

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
		<p>developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>volunteers</p> <p>Ongoing: HR has developed a tracking system to ensure compliance</p>	
<p>Integrated Accessibility Standards Regulation</p> <p>O. Reg. 191/11, s. 11</p>	Information and Communication Standards Feedback	s. 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 the provision of accessible formats and communications supports, upon request.	IT has reviewed current feedback process and revised as necessary	January 1, 2015
<p>Integrated Accessibility Standards Regulation</p> <p>O. Reg. 191/11, s. 12</p>	Accessible formats and Communication Supports	<p>s. 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,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other</p>	Ongoing: The applicable department has identify possible formats and supports required	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
		<p>persons.</p> <p>s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	<p>Ongoing: The applicable department has identified possible formats and supports required.</p> <p>Will inform public of availability</p>	
<p>Integrated Accessibility Standards Regulation</p> <p>O. Reg. 191/11, s. 13</p>	Emergency procedure plans, or public safety information	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	JHSC completed and continuing on an as need basis	January 1, 2012
Integrated Accessibility Standards	Accessible websites and web content	s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content	IT has put this in place and in	January 1, 2014 – new

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Regulation O. Reg. 191/11, s. 14		conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA	process By January 1, 2021, IT will conform with WCAG 2.0 Level AA, in regards to its websites and web content.	internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than: i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
				Descriptions (Prerecorded)
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	Employment Standards Recruitment General	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Completed	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 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>(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>Ongoing: HR or the hiring department will communicate with applicants selected revised to include an accommodation statement</p> <p>Ongoing: HR or the hiring department will consult with the applicant and provide or arrange for the provision of a suitable</p>	<p>January 1, 2016</p> <p>January 1, 2016</p>

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
			accommodation	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 24	Notice to Successful Applicant	s. 24 Every employer shall, when making offers of employment notify the successful applicant of it's policies for accommodating employees with disabilities.	Ongoing: HR or the hiring department has update hiring package and email correspondence to include information on ACHÈV's Employment Accommodation Procedure	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of support	<p>s. 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.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>s. 25 (3) Employers shall provide updated information to its employees whenever there is a</p>	<p>Ongoing: HR or the hiring department will inform employees of Employment Accommodation Procedure and their right to support</p> <p>Ongoing: HR has included information</p>	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
		change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	to new hire orientation and as part of the on boarding process	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	<p>s. 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,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Ongoing: Achēv will establish a point of contact for employees within Human Resources and inform all employees of how to access support	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27	Workplace emergency response information	s. 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	JHSC completed and continuing on an as need basis	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
		<p>accommodation due to the employee's disability.</p> <p>s. 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.</p> <p>s. 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.</p> <p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>		
Integrated Accessibility	Documented individual	s. 28 (1) Employers shall develop and have in place a written process	Completed: The	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHÈV Completion Status	AODA Compliance Date
Standards Regulation O. Reg. 191/11, s. 28	accommodation plans	<p>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:</p> <ol style="list-style-type: none"> 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 accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining 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. 5. The steps taken to protect the privacy of the employee's personal 	employee's operating department has developed and implemented accommodation plans	

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHĒV Completion Status	AODA Compliance Date
		<p>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> <p>s. 28 (3) Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if requested, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		

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Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>s. 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> <p>s. 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 documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>s. 29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Completed	January 1, 2016
Integrated Accessibility Standards Regulation	Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs	In Progress	January 1, 2016

AODA Standard/ Regulation Section References	Initiative/ Action	Description	ACHēV Completion Status	AODA Compliance Date
O. Reg. 191/11, s. 30		of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 31	Career development and advancement	s. 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.	Ongoing: The employee's operating department will be providing	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32	Redeployment	s. 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.	Ongoing: The employee's operating department will be providing	January 1, 2016
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 33	Transportation Standard	Not Applicable to ACHēV	Not Applicable to Achēv	

MONITORING

This accessibility plan will be reviewed and updated at least once every five (5) years. All feedback related to accessibility received throughout the year will be considered in the



amendment of this plan and in the development of new steps toward meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

FOR MORE INFORMATION

For more information on the accessibility plan, please contact us at: 905-949-0049, Toll free: 1-800-668-1179 or from our website at www.achev.com.

Accessible formats of this document are available free upon request by contacting us at: 905-949-0049, Toll free: 1-800-668-1179, or from our website at www.achev.com

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