Multi-Year Accessibility Plan 2020-2025

As required under the Integrated Accessibility Standards Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act (2005), this Multi-Year Accessibility Plan outlines OECM's strategies to prevent and remove barriers to accessibility.

This plan will be revised as changes occur, but no less than once every five (5) years.   Upon request, the Multi-Year Accessibility Plan will be made available in alternative formats.

GENERAL REQUIREMENTS			
Initiative	**Requirement**	**Actions**	**Status**
Establishment of Accessibility Policies	• Develop, implement and maintain policies governing how an organization achieves or will achieve accessibility through meeting its requirements under the Integrated Accessibility Standards Regulation (IASR).	An Accessibility Policy has been developed.	**Completed**
		An Accommodation Policy has been developed.	**Completed**
Development of a Multi-Year Accessibility Plan	• Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers to accessibility. • Post the plan on the organization's website. • Review and update the accessibility plan at least every five years.	A Multi-Year Accessibility Plan will be updated as further accessibility implementations or changes occur.	**Completed**
Training	• Provide training to all staff on the Human Rights Code as it pertains to persons with disabilities	As part of the onboarding process, all new hires receive training on the Human Rights Code.	**Completed**
Feedback	• Establish a process for receiving and responding to feedback. • Arrange for accessible formats and communications supports, upon request.	Information regarding where and how individuals can provide feedback has been posted under the AODA section of the corporate website. Various feedback mechanisms are available.	**Completed**

Accessible Formats and Communication Supports	• Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in an individualized and timely manner; and at no additional cost to the individual. • Notify the public about the availability of accessible communication supports.	All staff members receive a memo on an annual basis reminding them of the necessity to provide accessible formats and communication supports upon request.	**In Progress**
Accessible Websites and Web Content	• 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 (January 1, 2014) and increasing to Level AA (January 2021).	The current OECM website is WCGA 2.0 compliant.	**Completed**
		OECM is continuing to monitor the accessibility requirements of the corporate website and will implement the necessary upgrades prior to 2021.	**In Progress**

EMPLOYMENT STANDARDS			
Initiative	**Requirement**	**Actions**	**Status**
Recruitment General	• Every employer shall notify its employees and the public about the availability of accommodations in its recruitment process.	All job postings indicate that accommodation is available throughout the recruitment process.	**Completed**
Recruitment, Assessment and Selection Process	• When individually selected to participate in an assessment or selection process, applicants shall be informed that accommodations are available upon request. • Requests for accommodation shall be provided in a manner that best suits the needs of the individual.	When contacted for an interview, candidates are advised of the availability of accommodations at any stage in the recruitment and selection process.	**Completed**
Notice to Successful Applicants	• Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Employment Agreements issued to new employees notify them of the availability of disability-related job accommodations.	**Completed**

Informing Employees of Supports	• Employees shall be informed, as soon as possible upon hire, of policies that support employees with disabilities. • Employees shall be informed whenever there is a change to existing policies or practices as they relate to accommodating employees with disabilities.	All new employees are advised of the availability of disability-related job accommodations during the on-boarding process.	**Completed**
Accessible Format and Communication Supports	• Upon request, employees shall consult with employees with disabilities to arrange for the provision of accessible formats and communication supports for information that is needed to perform their job, and to ensure they have the same access to information that is available to other employees in the workplace.	All staff members receive a memo on an annual basis reminding them of the necessity to provide accessible formats and communication supports upon request.	**Completed**
Workplace Emergency Response Information	• The employer shall provide individualized emergency response information to employees who have a documented individual accommodation plan.	This requirement is documented in the Accommodation Policy.	**Completed**
Documented Individual Accommodation Plans	• Employers shall have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	This requirement is documented in the Accommodation Policy.	**Completed**
Return to Work Process	• Every employer shall have in place a return to work process for its employees who have been absent from work due to disability and require disability-related accommodations in order to return to work.	This requirement is documented in the Accommodation Policy.	**Completed**
Performance Management	• Employers shall consider accessibility, as well as individual accommodation plans when using performance management.	This requirement is documented in the Accommodation Policy.	**Completed**
Career Development and Advancement	• An employer that provides career development advancement to its employees shall consider accessibility, as well as any individual accommodation plans.	This requirement is documented in the Accommodation Policy.	**Completed**

| Redeployment | • An employer that provides career development advancement to its employees shall consider accessibility, as well as any individual accommodation plans. | This requirement will be documented in the Accommodation Policy which is in development. | |

CUSTOMER SERVICE STANDARDS			
Initiative	Requirements	Actions	Status
Training	• An employer will provide training to every employee on the IASR, which will include information on how to interact with people with varying types of disabilities. • Such training will be completed as soon as practical after the employee's start date.	As part of the onboarding process, all new hires receive training on the IASR and how to serve customers with disabilities.	**Completed**
Use of Service Animals and Support Persons	• A person with a disability must be required to be accompanied by a guide dog, other service animal, or a support person.	OECM's Accessibility Policy addresses the use of service animal and support persons.	**Completed**
Notice of Temporary Disruptions	• The public must be made aware if there is a temporary disruption in the facilities or services to be provided. • Notice of the disruption must include the reason for the disruption and its anticipated duration • The public will be informed by posting notice of the disruption in a conspicuous place on site, or by posting on the company's website.	OECM's Accessibility Policy addresses what to do in the case of a service disruption.	**Completed**
Feedback Process for Providers of Goods and Services	• A process for receiving and responding to feedback about the way it provides goods, services or facilities shall be established. • The feedback process must specify the actions that will be taken to resolve complaints. • Information about the feedback process shall be readily available to the public, in accessible formats if requested.	OECM's Accessibility Policy addresses how we will receive and respond to feedback from people with disabilities.	**Completed**

Notice of Availability of Documents	• The public shall be made aware of the availability of accessibility documents. • Upon request, such documents will be provided in an accessible format or with communication support.	OECM's Accessibility Policy will address how we will advise of the availability of documents.	**Completed**
Format of Documents	• If a service provider is required to provide a document to a person with a disability, upon request, the document will be provided in an accessible format or with communication support. • The document will be provided in a timely manner and at a cost no greater than charged to other people.	OECM's Accessibility Policy addresses how we will advise of the availability of alternate formats of documents.	**Completed**