



## MULTI-YEAR ACCESSIBILITY PLAN

### Statement of Commitment

We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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. We strive to operate our business in a manner that respects the dignity and independence of persons with disabilities.

### PART I - General

Initiative	Requirement	Action	Status	Compliance Date
<b>Establishment of Accessibility Policies</b>	<p>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> <p>(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons</p>	<p>We have developed and implanted a company wide 'Accessibility Policy'.</p> <p>Our 'Accessibility Policy' along with our 'Multi-Year Accessibility Plan' contain a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner.</p> <p>The 'Accessibility Policy' is available in an accessible format upon request.</p>	Completed	January 1, 2014

	<p>with disabilities in a timely manner in their policies.</p> <p>(3) Every obligated organization, other than a small organization, shall,</p> <p>(a) prepare one or more documents describing the policies it developed under subsection (1); and</p> <p>(b) make the documents publicly available and, on request, provide them in an accessible format.</p>			
<b>Accessibility Plans</b>	<p>4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and 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 their website, if any, and provide the plan in an accessible format upon request; and</p>	<p>A 'Multi-Year Plan' has been established and implemented.</p> <p>Our 'Multi-Year Accessibility Plan' is made available on our website.</p> <p>Our 'Multi-Year Accessibility Plan' will be reviewed and updated no less than every 5 years.</p>	Completed/ Ongoing	January 1, 2014

	(c) review and update the accessibility plan at least once every five years.			
Training	<p><b>7.</b> (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 persons who are an employee of, or a volunteer with, the organization;</p> <p>(b) all persons who participate in 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>(2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p> <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p>	<p>Training is provided for employees and volunteers of our company on the requirements of accessibility standards as outlined in the IASR and the Human Rights Code.</p> <p>A record of the training is kept including the names of the attendees, when the training was performed and when the training took place.</p>	Ongoing	January 1, 2015

	<p>(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.</p> <p>(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>			
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PART II – INFORMATION AND COMMUNICATIONS STANDARDS

Initiative	Requirement	Action	Status	Compliance Date
Feedback	<p><b>11.</b> (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.</p> <p>(2) The organization shall notify the public about the availability of accessible</p>	<p>The public has been informed of the availability of accessible formats and communication supports to provide feedback.</p> <p>The public can contact us by email at: <a href="mailto:hello@lag.ca">hello@lag.ca</a></p> <p>Phone: 905 – 333 – 3700</p>	Completed	January 1, 2015

	formats and communications supports with respect to the feedback process.	Mail: 2207 Fairview St, Burlington, ON L7R 3Y3		
Accessible Formats and Communication Supports	<p><b>12.</b> (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 persons.</p> <p>(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>(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Upon request, we will provide accessible formats and communication supports for persons with disabilities in a timely manner that consider the person's accessibility needs.</p> <p>We shall consult with the person to determine the best suited method of communication and accessible format. We continue to notify the public of the availability of accessible formats and communication supports.</p>	Ongoing	January 1, 2016
Accessible Websites and Web Content	<b>14.</b> (2) Designated public sector organizations and large organizations shall make their internet websites and	Our website conforms with WCAG 2.0 Level AA.	Completed	January 1, 2014 New internet websites and web

	<p>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.</p>			<p>content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> <li>i. success criteria 1.2.4 Captions (Live)</li> <li>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul>
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PART III – Employment Standards

Initiative	Requirement	Action	Status	Compliance Date
Recruitment, General	<b>22.</b> Every employer shall notify its employees and the public about the availability of accommodation for	We notify our employees and the public through their job ads that accommodation is available for	Ongoing	January 1, 2016

	applicants with disabilities in its recruitment processes.	applicants with disabilities in its recruitment processes.		
Recruitment, Assessment or Selection Process	<p><b>23.</b> (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>Our organization lets job applicants know that accommodations are available to them when they are individually selected to participate in an assessment or selection process.</p> <p>We will consult with the applicant to provide suitable accommodation in a way that considers their disability if selected.</p>	Ongoing	January 1, 2016
Notice to Successful Applicants	<p><b>24.</b> Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>We inform successful applicants of its policies for accommodating employees with disabilities upon offer of employment.</p>	Ongoing	January 1, 2016
Informing Employees of Support	<p><b>25.</b> (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>Policies used to support our employees with disabilities are on HR4. Every employee reads these policies within 30 days of the date they are hired.</p> <p>All employees are notified when there is a change to the existing policy.</p>	Ongoing	January 1, 2016

	<p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(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.</p>			
<p>Accessible Formats and Communication Supports for Employees</p>	<p><b>26.</b> (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. O. Reg. 191/11, s. 26 (1).</p> <p>(2) The employer shall consult with the employee making the request in</p>	<p>When requested, we consult with an employee with a disability to provide accessible formats of information that is needed to perform the employee's job and information that is available to employees in the workplace.</p> <p>We consult with the employee making the request to find a suitable accessible format.</p>	<p>Ongoing</p>	<p>January 1, 2016</p>



	determining the suitability of an accessible format or communication support.			
Workplace Emergency Response Information	<p><b>27.</b> (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.</p> <p>(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>(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>We provide individualized workplace emergency response information upon request.</p> <p>We will provide assistance to the employee with their permission. Information to the person assigned to provide assistance to the employee in an emergency.</p> <p>Individualized workplace emergency response information is reviewed when the employee moves to a different location in the organization or when the employee's overall accommodations needs or plans or reviewed.</p>	Ongoing	January 1, 2012

	<p>(4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>			
Documented Individual Accommodation Plans	<p><b>28.</b> (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.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of</li> </ul>	Our organization has a written individual accommodation plan for employees with disabilities that meet the requirements set out in this provision.	Ongoing	January 1, 2016

	<p>the individual accommodation plan.</p> <ol style="list-style-type: none"><li>2. The means by which the employee is assessed on an individual basis.</li><li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li><li>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.</li><li>5. The steps taken to protect the privacy of the employee's personal information.</li><li>6. The frequency with which the individual accommodation plan will</li></ol>			
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	<p>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>(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 required, 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>			
Return to Work Process	<b>29.</b> (1) Every employer, other than an employer that is a small organization,	We develop a return to work process for employees returning to work after being absent from work due to a	Ongoing	January 1, 2016

	<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>(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>(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>	<p>disability when disability-related accommodations are needed.</p> <p>This will be documented in writing.</p>		
Performance Management	<p><b>30.</b> (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as</p>	<p>Our performance management process for employees are conducted in a way that considers the</p>	Ongoing	January 1, 2016

	well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	accessibility needs of the employee being reviewed.		
Career Development and Advancement	<b>31.</b> (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.	Our career deployment and advancement process take into consideration the accessibility needs of their employees with disabilities.	Ongoing	January 1, 2016
Redeployment	<b>32.</b> (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.	Our organization takes into account the accessibility needs of our employees with disabilities when redeploying them.	Ongoing	January 1, 2016