



Integrated Accessibility Standards – Multi Year Plan (2012- 2016)

Part 1- General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
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 meeting its requirement under the accessibility standards referred to in this Regulation	- H&S-1005 Accessible Customer Services developed, approved and posted - H&S –1007 Integrated Accessibility Standards developed, approved, and posted - AODA Committee established will review policies annually	Completed	January 1, 2014
4	Accessibility Plans	4. (1) Large Organization shall, 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 requirement under this Regulation; b) post the accessibility plan on their website, if any and provide	Multi Year Action Plan is completed. Posted on website and	Completed AODA Committee reviews quarterly. Once everything is in compliance will review no less than every five years	January 1, 2014

Section	Initiative	Description	Action	Status	Compliance Date
		in an accessible format upon request; and c) review and update the accessibility plan at least once every five year	intranet		
6	Self-Serve Kiosk	6.(2) Large organizations and small organizations shall have regard to the accessibility for person with disabilities when designing procuring or acquiring self service kiosk.	N/A CNB does not operate/offer kiosks are this time	N/A	January 1, 2014
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 to pertains to persons with disabilities to a) all employees and volunteers b) all persons who participate in developing the organization's	VP, Human Resources - Attended workshop provided by Pro Learning - 2012 Provided Training to staff in 2011 on ACCESSIBLE CUSTOMER SERVICES Prepared PPT on the new integrated standard to be used	Completed Training scheduled for all staff during regular department safety meetings in October 2014 Training completed for BCP employees	January 1, 2015

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		policies; and c) all other person who provide goods , services or facilities on behalf of the organization.	during regular safety meeting	01/15/15	
Part II	Information and Communications Standards				
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	We have a number of acceptable feedback avenues including web, email, phone, in-person, hard copy etc. If another method is requested we will provide upon request.	Completed	January 1, 2015
12	Accessible Formats & Communication Supports.	12.(1) Except as otherwise provided, every obligated organization shall upon request provide, arrange for the provision of accessible formats and communication support for person with disabilities, a) a timely manner that takes into account the person disabilities ; and b) at a cost that is no more than the regular cost charged to other persons.	Supports in place to be able to provide communication in the following formats: written, oral, face to face, over the phone, email, assistive reading devices through our website. Will research other possible formats and communication	Completed Will be provided upon request. We are able to offer a number of alternate formats	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
			supports No additional costs will be charged for an alternate format.		
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	Each request received will be consulted with the individual to determine the suitability of the accessible format	Completed Will ensure to consult with individual making request	January 1, 2016
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports	Will work with communications department on this. Website, bill inserts, bill messages, etc.	Completed This is posted on our website – accessibility page	January 1, 2016
13	Emergency Procedures, Plans Public Safety Info.	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	N/A We do not make our emergency plans available to the public	N/A	January 1, 2012

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		soon as practicable, upon request.			
14	Accessible Websites & 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 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>Recently launched new website. Website is already compliant with WCAG 2.0 level AA.</p> <p>Will continue to train new website committee employees to keep standard.</p>	Completed	<p>January 1, 2014- New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA other than :</p> <ul style="list-style-type: none"> • Success criteria 1.2.4 Captions (Live) • Success criteria 1.2.5 Audit descriptions (pre-recorded)
Part III	Employment Standards				

Section	Initiative	Description	Action	Status	Compliance Date
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	<p>Added the following to our careers page. CNDHI is committed to promoting the independence, dignity, integration and equality of opportunity of persons with disabilities by ensuring the accessibility of its facilities and services.</p> <p>Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.</p>	Completed	January 1, 2016
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	Every applicant selected for a job interview is notified that we are AODA compliant and asked to advise us in advance of any accommodations required.	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		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.			
24	Notice to successful applicants	24. Every employer, shall when making offers of employment, notify the successful applicant of its process for accommodating employees with disabilities.	Will add terminology into offer letter.	Completed terminology inserted 03/25/15	January 1, 2016
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.	All employees will be trained on IAS policy in October. Code of Conduct Policy also addresses disabilities, all staff currently trained and informed on this policy.	Completed	January 1, 2016
25		25.(2) Employers shall provide the information required under this section to new employees	New employees will receive training during	Completed Integrated into safety	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		as soon as practicable after they begin their employment.	orientation.	orientation training for new employees. Also part of orientation binder	
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.	When a change is made to any policy whatsoever all employees are to sign off that they have read and understand the change.	Completed Process already in place	January 1, 2016
26	Accessible formats and communication supports for employees.	26.1 In addition to its obligations under section 12, where an employee with a disability so request 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; b) information that is generally	Will provide or arrange to provide accessible formats and communication supports to employees who request it. Current information is provided on intranet, and in hard copy located in numerous	Completed We have available means to provide upon request	January 1, 2016

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		available to employees in the workplace.	accessible areas of the building		
26		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Will consult with employee to determine a suitable format or communication support	Completed Will consult with employee upon request	January 1, 2016
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 tot to the employee’s disability.	Will develop an individual emergency plan that considers various emergency situations when we are made aware of a disability.	Completed HS-1007C – Individualized Emergency Response Template	January 1, 2012
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 response information to the person designated by the employer to provide assistance to the employees	Emergency Response information will be provided to the person designated to provide assistance, with the employee’s consent.	Completed	January 1, 2012

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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.	Individual Response Information will be provided in a timely manner, from the time CND is made aware of the disability	Completed	January 1, 2012
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 it general emergency response policies	Individual Emergency Plans will be reviewed as noted in 27.4	Completed	January 1, 2012
28	Documented Individual Accommodation Plans	28. (1) Employers, other than employers that are small organization shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	HR Generalist will create a formalized policy and send to AODA Committee for review. Target Date for first Draft: July 2015	Completed	January 1, 2016

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28		<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>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.</p> <p>4 The manner in which the employee can request the participation of a representative from the bargaining agent,</p>	<p>Will include all criteria when completing the draft policy.</p>	<p>Included in policy HS-1007</p> <p>Included HS-1007 appendix B</p> <p>Included in policy HS-1007</p> <p>Included in policy HS-1007</p>	<p>January 1, 2016</p>

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		<p>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 the account the employee’s</p>		<p>Included in policy HS-1007</p> <p>Included in Ind. Accommodation Plan – Appendix B</p> <p>Included policy HS-1007</p> <p>Included in policy HS-1007</p>	

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		accessibility needs due to disability.			
29	Return to Work Process	29. (1) Every employer, other than an employer that is small organization, 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 b) shall document the process	This is already existent within our current Return to Work Policy and Procedures	Completed	January 1, 2016
29		29. (2) The return to work process shall, a) outline the steps the employer will take for facilitate the return to work of employees who were absent because of their disability required them to be away from work; b) use individual documented accommodation plans, as described in section 28 as part of the process.	Current process takes into account AODA requirements.	Completed	January 1, 2016

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29		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.		Completed	January 1, 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 to employees with disabilities.	All employees were trained on this requirement. New employees are advised through orientation. This is within our policy.	Completed	January 1, 2016
31	Career Development & Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.	All employees were trained on this requirement. New employees are advised through orientation. This is within our policy.	Completed	January 1, 2016
32	Redeployment	32. (2) An employer that uses	Part of our regular	Completed	January 1, 2016

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		redeployment shall take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when redeploing employees with disabilities	process		