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## **Commissionaires Ottawa Multi-Year Accessibility Plan**

### **INTRODUCTION AND STATEMENT OF COMMITMENT**

*Commissionaires Ottawa* is committed to complying with the *Accessibility for Ontarians with Disabilities Act* (AODA).

In accordance with the Act, we have established a multi-year plan outlining our strategy to prevent and remove barriers for persons with disabilities, and to address current and future requirements of the Act. In accordance with the Act, we will:

- Post the plan on our website;
- Provide the plan in an accessible format upon request; and
- Review and update the plan at least every five years.

### **OVERVIEW OF OUR MULTI-YEAR PLAN**

Our plan sets out the steps we will take in meeting the four Integrated Accessibility Standards that apply to us. These are identified below.

Standards	Compliance Date	Status
<b>1. Accessibility Standards for Customer Service</b>	January 2012	Completed
<b>2. Integrated Accessibility Standards Regulations</b> <ul style="list-style-type: none"> <li>• Emergency Procedures, Plans or Public Safety Information</li> <li>• Workplace Emergency Response Information</li> <li>• Training</li> </ul>	January 2012 January 2012 January 2012	Completed Completed Completed
<b>3. Information and Communication Standards</b> <ul style="list-style-type: none"> <li>• Feedback, Accessible Formats and Communication Supports</li> <li>• Accessible Websites and Web Content</li> </ul>	January 2015 January 2021	Completed Completed
<b>4. Employment Standards</b> <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Informing Employees of Supports</li> <li>• Documented Accommodation Plans/Return to Work Process</li> <li>• Performance Management and Assignments</li> </ul>	January 2016 January 2016 January 2016 January 2016	Completed Completed Completed Completed

## MULTI-YEAR ACCESSIBILITY PLAN COMMITMENTS AND ACTIONS



<b>1. Accessibility Standards for Customer Service:</b>	
<b>Commitment:</b> We will provide respectful services that focus on the unique needs of the individual  <b>Action:</b> <ul style="list-style-type: none"> <li>• Training on providing service to persons with disabilities given to employees who deal with the public, customers and external parties, and to employees who develop and approve customer service COPPS and practices</li> <li>• Maintain training completion records</li> <li>• Ensure person accompanied by a guide dog or other service animal is accommodated</li> <li>• Ensure support person accompanying person with a disability is accommodated</li> <li>• Issue timely public notices for disruption of service</li> <li>• Various mechanisms available to solicit customer service feedback from those with disabilities who have received service</li> <li>• Report compliance with this Standard annually</li> </ul>	<b>Status:</b>  Complete
<b>2. Integrated Accessibility Standards Regulations</b>	
<b>Commitment:</b> We will make our premises safer for persons with disabilities during emergency circumstances  <b>Action:</b> <ul style="list-style-type: none"> <li>• Make emergency procedures, plans and public safety information available to the visitors in an accessible format or with appropriate communication supports, upon request, and as soon as practicable</li> <li>• Produce HQ Emergency and Evacuation Response plans and procedures to help in medical or emergency evacuation</li> <li>• Brief staff on posted staff/public evacuations plans</li> <li>• Review plans and provide training annually</li> </ul>	<b>Status:</b>  Complete
<b>Commitment:</b> We will provide individualized workplace emergency response information to the employee(s) designated to assist an employee with a disability who has identified a need for accommodation  <b>Action:</b> <ul style="list-style-type: none"> <li>• Identify a primary and alternate emergency escort for the employee</li> <li>• With the consent of the employee, provide individualized emergency response information to the emergency escorts</li> </ul>	<b>Status:</b>  Complete
<b>Commitment:</b> We will provide training on the Integrated Accessibility Standard requirements and the Ontario Human Rights Code to employees and other persons who provide services on our behalf, and to those develop and approve COPPs  <b>Action :</b> <ul style="list-style-type: none"> <li>• Provide training as soon as practicable</li> <li>• Maintain records of training, including names and dates of training</li> <li>• Provide training upon changes to the prescribed policies</li> </ul>	<b>Status:</b>  Complete

<b>3. Information and Communication Standards</b>	
<b>i. Feedback, Accessible Formats and Communication Supports</b>	
<b>Commitment:</b> We will make company customer feedback information and communications accessible  <b>Planned Action or Action Taken:</b> <ul style="list-style-type: none"> <li>• Provide or arrange for the provision of accessible formats and communications supports for the service feedback process that takes into account the needs of the person requesting the accommodation in a timely manner</li> <li>• Notify the public of the availability of accessible formats and communication supports</li> <li>• Consult with a person requesting an accommodation in determining the suitability of an accessible format or communication support</li> <li>• Ensure telephone service have adapted technology module available once requirement is identified</li> <li>• Provide /acquire furniture and accessories to accommodate are as soon as need is known and evaluated</li> </ul>	<b>Status:</b>  Complete
<b>3. Information and Communication Standards</b>	
<b>ii. Accessible Websites and Web Content</b>	
<b>Commitment:</b> We will make our company websites and web content accessible  <b>Action:</b> <ul style="list-style-type: none"> <li>• Ensure public website and content conforms to World Wide Web Consortium Web Content Accessibility Guidelines 2.0, Level A.</li> <li>• Internet website and web content (except for exclusions set out in IASR) conform to Level AA of the above-noted guidelines</li> </ul>	<b>Status:</b>  Complete Complete
<b>4. Employment Standards</b>	
<b>Recruitment</b>	
<b>Commitment:</b> We will make the recruitment process accessible  <b>Action:</b> <ul style="list-style-type: none"> <li>• Upon request of an applicant with a disability, advise of availability of accommodation in the recruitment process. This will include: <ul style="list-style-type: none"> <li>○ A review and, as needed, modification of existing recruitment policies, procedures, and processes</li> <li>○ Specify on website that accommodation is available for applicants with disabilities</li> </ul> </li> <li>• Notify applicant selected for an interview/assessment that accommodation is available upon request in relation to the materials or processes to be used in the process. This will include: <ul style="list-style-type: none"> <li>○ Review and modification, if required, of existing recruitment policies, procedures, and processes</li> <li>○ Recruiter script for scheduling an interview and/or assessment will refer to availability of accommodation</li> <li>○ Consult with an applicant who requests accommodation to determine suitable accommodation</li> <li>○ Notify successful job candidates that our policies for accommodating employees with disabilities are covered during orientation training</li> </ul> </li> </ul>	<b>Status:</b>  Complete

<b>4. Employment Standards</b> <b>i. Employee Supports</b>	
<b>Commitment:</b> We will inform employees of available accessibility support  <b>Action:</b> <ul style="list-style-type: none"> <li>• Inform employees of policies used to support our employees with disabilities, including, but not limited to, the COPP on provision of job accommodations that take into account an employee's accessibility needs due to disability</li> <li>• Provide the required information to new employees as soon as practicable after hire</li> <li>• Provide updated information upon a change to existing policies</li> <li>• Consult, upon request of an employee with a disability, to provide or arrange for the provision of accessible formats and communication supports for information needed in order to perform the job that is generally available in the workplace</li> </ul>	<b>Status:</b>  Complete
<b>4. Employment Standards</b> <b>ii. Documented Individual Accommodation Plans/Return to Work Process</b>	
<b>Commitment:</b> We will comply with AODA with the objective of improving the accommodation and return to work processes.  <b>Action:</b> <ul style="list-style-type: none"> <li>• Review existing policies related to employee accommodation, to ensure they cover the following items: <ul style="list-style-type: none"> <li>○ The manner in which an employee requesting accommodation can participate in developing their accommodation plan</li> <li>○ The means by which the employee is assessed on an individual basis.</li> <li>○ The manner in which we can request an evaluation by an outside medical or other expert</li> <li>○ The manner in which a unionized employee makes a request for union representation</li> <li>○ The steps taken to protect the privacy of the employee's personal information</li> <li>○ The frequency and manner in which the individual accommodation plan will be reviewed and updated</li> <li>○ Where an accommodation plan is denied, the manner in which the reasons will be provided to the employee</li> <li>○ The return to work process to facilitate the return after a disability-related absence</li> </ul> </li> </ul>	<b>Status:</b>  Complete
<b>4. Employment Standards</b> <b>iii. Performance Management, Career Development and Redeployment</b>	
<b>Commitment:</b> Where performance management, career development and redeployment programs exist, individualized accommodation plans will take into account the accessibility needs of employees with disabilities  <b>Action:</b> <ul style="list-style-type: none"> <li>• Where programs, policies and practices in these areas exist, conduct a review and modify as required.</li> <li>• Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development or when redeployment is required.</li> </ul>	<b>Status:</b>  Complete