



MULTI-YEAR ACCESSIBILITY PLAN Revised: June 2017

FORREC Ltd. is committed to ensuring accessibility to all persons with disabilities, employees and the general public alike. As per the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005, we have reviewed our policies and practices to identify potential barriers for persons with disabilities and have implemented changes to increase accessibility for those persons.

COMPLETED

Part I – General Requirements

Section	Initiative	Description	Action	Status
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 requirements under the accessibility standards referred to in this Regulation.	<i>Integrated Accessibility Standards Policy</i> and <i>Accessible Customer Service Policy</i> written and communicated to employees and posted on website.	Complete
4	Accessibility Plans	4. (1) Large organizations 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 requirements under this Regulation	Following the requirements laid out in AODA, identified potential barriers and removed them or established accommodations available to be provided.	Complete

4		4. (1) Large organizations shall, b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request	Posted accessibility plan, as well as policies, on website, with accessible format available upon request.	Complete
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 <i>Human Rights Code</i> as it pertains to persons with disabilities to, a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods, services or facilities on behalf of the organization.	Training provided via eLearning, with two different levels of training: one for employees and an additional level for senior management. We are asking our contractors to be compliant with the AODA.	Completed with current employees; ongoing with new hires and contractors.

Part II – Information and Communication Standards

Section	Initiative	Description	Action	Status
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	We accept feedback via telephone, email, letter mail, and in person, and will provide accessible formats and communication supports upon request.	Complete

		formats and communication supports, upon request.		
12	Accessible Formats and Communication Supports	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, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determined which accessible formats and communication supports we will be able to provide and ensured that they can be provided in a timely manner.	Complete
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.	Developed a process for receiving accommodation requests and determining accessible formats or communication supports to be provided.	Complete
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Posted on our website and communicated in job postings.	Complete
14	Accessible Websites and 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 Accessibility	Website redesigned where applicable to ensure compliance with WCAG 2.0 Level A.	Complete

		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.		
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Part III – Employment Standards

Section	Initiative	Description	Action	Status
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.	Added a statement to all job postings informing applicants of our commitment to providing accommodations to persons with disabilities.	Complete
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 used.	Applicants will be notified by telephone and email and will be asked if they require accommodations.	Complete
23		23. (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	We have determined which accessible formats, communication supports, and other accommodations we will be able to provide.	Complete

		into account the applicant's accessibility needs due to disability.	Interview guidelines, checklists, and scripts updated to include considerations for accommodations.	
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	A new section has been added to our employment offer letter template which states that accommodations are available for individuals with disabilities.	Complete
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.	Policy available on intranet, communicated to staff, and provided as part of onboarding and training.	Complete
25		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Policies are included in the Employee Handbook; training provided after commencement of duties.	Completed
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 requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,	All such documents will be provided in an accessible format or with the use of communication supports.	Complete

		<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>		
26		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	An Individual Accommodation Plan process has been developed to help determine suitability of accessible formats or communication supports.	Complete
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 to the employee’s disability.	Developed an <i>Individualized Employee Emergency Response Information</i> form and <i>Identification of Potential Barriers During an Emergency Response</i> form to help develop plans for supports for employees with disabilities in case of emergencies.	Complete
27		27. (2) If an employee who received individualized 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.	Part of emergency response planning process.	Complete
27		27. (3) Employers shall provide the information required under this section as	Part of Individual Accommodation Plan (IAP) process.	Complete

		soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.		
27		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 accommodation needs or plans are reviewed; and c) when the employer reviews its general emergency response policies.	Part of IAP process.	Complete
28	Documented Individual Accommodation Plans	28. (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.	Developed IAP process.	Complete
28		28. (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate	The IAP will be completed using support documents, which may include a <i>Functional Abilities Assessment Form</i> completed by a doctor with permission from the employee.	Complete

		<p>in the development of the individual accommodation plan (IAP).</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 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.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p>	<p>The employee will be consulted throughout the IAP process.</p> <p>IAP will be reviewed on an annual basis, unless there are changes to the employee's condition.</p>	
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29	Return to Work Process	<p>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>	Reviewed existing return to work process and updated to ensure it meets requirements.	Complete
29		<p>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</p>	Return to Work Process reviewed and updated as well as Individual Accommodation Plan process.	Complete

		<p>disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>		
29		<p>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>	<p>Updated Return to Work Process applies to return from leave for both work-related injuries under WSIB as well as disability-related leaves.</p>	Complete
32	Redeployment	<p>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.</p>	<p>Our updated Return to Work process includes redeployment options taking the employee's IAP into consideration.</p>	Complete

ONGOING AND IN-PROGRESS PLANS

Part I – General Requirements

Section	Initiative	Description	Action	Status
4	Accessibility Plans	4. (1) Large organizations shall, c) review and update the accessibility plan at least once every five years	Plans in place to review every second year on January 1 st .	Ongoing

Part II – Information and Communication Standards

Section	Initiative	Description	Action	Status
14	Accessible Websites and Web Content	14.(2) As of January 1, 2021: All internet websites and web content must conform with WCAG 2.0 Level AA, other than: - success criteria 1.2.4 Captions (Live) - success criteria 1.2.5 Audio Descriptions (Pre-recorded)	We will ensure our website conforms to WCAG 2.0 Level AA.	Will ensure compliance by end of 2020; any changes in web content prior to this will conform.

Part III – Employment Standard

Section	Initiative	Description	Action	Status
25	Informing Employees of Supports	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.	Email or other appropriate accessible format communications will be sent out when changes are made to applicable policies.	Ongoing
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 of employees with disabilities.	Performance Management system is being overhauled and will take accessibility needs and IAPs of employees into account.	In progress
31	Career Development and Advancement	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.	Current processes are being reviewed to ensure that IAPs are kept in mind and employees with disabilities have equal opportunity for career development and advancement.	In progress