

Workopolis Multi Year Accessibility Plan

Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2012			
<p>Customer Service Standard <u>Customer Service Policy</u> Create an accessible customer service policy to ensure accessibility for persons with disabilities and make it available to the public. Provide the policy in accessible format upon request. Train staff on accessible customer service. Report progress online.</p>	Human Resources	<ul style="list-style-type: none"> • Policy created and posted on external website. • Contact information made available to request policy in accessible format. • All employees and new employees trained on accessible customer service • Record of data ongoing for reporting purposes. 	Completed
<p>Employment Standard <u>Workplace Emergency Response Information</u> Create an individual workplace emergency response plan for those employees with disabilities who may need assistance during an emergency. Gain the employees' consent to share this information with anyone designated to help them in an emergency.</p>	Human Resources	<ul style="list-style-type: none"> • All employees who require assistance during an emergency contacted by HR and provided with individual accommodation plans. 	Completed
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2014			
<p>General Requirements <u>Accessibility Policies</u> Develop accessibility policies outlining how Workopolis will meet its accessibility obligations for customers and employees.</p>	Human Resources	<ul style="list-style-type: none"> • Accessibility policies created and posted on external website. 	Completed
<p>General Requirements <u>Create Statement of Commitment</u> and make it available to the public.</p>	Human Resources	<ul style="list-style-type: none"> • Statement of Commitment created and posted on external website. 	Completed
<p>General Requirements <u>Multi-Year Accessibility Plan</u> Create and post online.</p>	Human Resources	<ul style="list-style-type: none"> • Multi-Year Accessibility plan created and posted on external website. 	Completed
<p>Information & Communication Standard <u>Accessible Websites and Web Content</u> <ul style="list-style-type: none"> • As of Jan. 1, 2014, new content and features must be compliant with WCAG 2.0 A </p>	IT	<ul style="list-style-type: none"> • Requirements for website compliance continuously reviewed and prioritized. • Sitewide accessibility improvements, such as high-contrast link colours and enhanced navigation, are planned 	Ongoing
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2015			

General Requirement <u>Training</u> Provide training on IASR requirements to employees, volunteers (paid and unpaid), leaders and anyone who provides goods and services on Workopolis' behalf. Keep a record of trained recipients.	Human Resources	<ul style="list-style-type: none"> • Customer service training is ongoing with record of data for reporting purposes. 	Compliant and ongoing
Information & Communication Standard <u>Make Feedback Accessible</u> When asked, Workopolis must be able to receive and respond to feedback from customers, employees and the public who have a disability.	Human Resources	<ul style="list-style-type: none"> • Currently feedback may be provided via telephone or email, and contact information has been provided in the policy 	Compliant and ongoing
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2016			
Employment Standard <u>Recruitment – Make Hiring Accessible</u> Revise recruitment protocols to inform applicants that Workopolis will accommodate disabilities during the selection process.	Human Resources	TBD	To be completed
Employment Standard <u>Information for Employees</u> Inform new and existing employees about policies supporting employees with disabilities:	Human Resources	TBD	To be completed
Employment Standard <u>Making Information Accessible to employees</u> When an employee with a disability asks for it, you must work with them to make workplace information accessible.	Human Resources	TBD	To be completed
Employment Standard <u>Helping Employees with Disabilities Stay Safe</u> Develop plans to assist employees with disabilities during an emergency, including ensuring the information is formatted so an employee with a disability can understand it.	Human Resources	<ul style="list-style-type: none"> • Individual disability emergency plans to continue being updated on a yearly basis. 	Compliant and ongoing
Employment Standard <u>Processes to Accommodate Employees</u> Develop accommodation plans for employees with disabilities. Accommodation plans are a formal way of recording and reviewing the things needed to accommodate an employee with a disability. Document these plans.	Human Resources	TBD	To be completed
Employment Standard <u>Help Employees with Disabilities Return to Work</u> Outline the steps you will take to help your employees return to work when they have been absent because of a disability and need some form of disability-related accommodation to return to work.	Human Resources	<ul style="list-style-type: none"> • Currently HR work with employees who are on disability and are ready to return to work. 	Compliant and ongoing

<p>Employment Standard <u>Make Performance Management Accessible to Employees</u> Employers who use performance management processes must take into account the accessibility needs of employees with disabilities as well as accommodation plans, when using its performance management processes.</p>	Human Resources	TBD	To be completed
<p>Employment Standard <u>Career Development and Advancement</u> Employers must take into account accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees.</p>	Human Resources	TBD	To be completed
<p>Information & Communication Standard <u>Accessible Formats & Communication Supports</u> Provide information and communication about your goods, services or facilities to people with disabilities. Notify the public about the availability of accessible formats and communication supports.</p>	Human Resources / IT	TBD	To be completed
Legislative Requirement	Responsibility	Actions Taken	Status
Deadline: January 1, 2021			
<p>Information & Communications Standard <u>Accessible Websites and Web Content</u> All websites and their content must meet WCAG 2.0 Level AA by 2021. If it is not possible to meet the WCAG 2.0 requirements, you may be able to update or repair the products you use to support accessibility.</p>	IT	TBD	To be completed