

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2020 to 2025 accessibility plan outlines the policies and actions that EHC Canada, Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

Statement of Commitment

EHC Canada, Inc. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies		Compliance Deadline: December 31, 2012
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	Complete: Developed and implemented Accessible Standards for Customer Service Policy. Accessible Standards for Customer Service Policy – Completed May 1, 2011 and revised October 5, 2022, further updates made 27-Feb-24
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: JAN 2015

Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	Completed: Communication Policy developed and implemented as of December 20, 2014 on the IASR and the Human Rights Code - administered to all Oshawa employees. All employees completed Human Rights Training and this training is part of the mandatory on-boarding for all new hires within the first 2 weeks with the company.

Information and Communications Standard			
Accessibility Requirement:	Feedback Process;	Compliance Deadline:	JAN 2012
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	Complete: Website includes accessibility link and contact us details
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	JAN 2016
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	IT Department	Results:	Developed and implemented IASR Communication Policy which states that we will provide accessible formats to those who have requested if possible. Updated website included accessibility link

Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	JAN 2012
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	Health & Safety Committee	Results:	<p>Completed: revised the current Emergency Preparedness And Response Plan to include a section that includes alternative formats and that EHC will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs.</p> <p>If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual. Emergency Preparedness Policy and IASR Employment Policy have been updated as of February 27, 2024 to include employee consent on Individual Accommodation Plans.</p>
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	2021
Current Barriers:	<ul style="list-style-type: none"> Current website requires users to be able to see reasonably well (i.e. read normal size text and understand information and images displayed in tables that might not be described well by a screen reader for the visually impaired). It also requires use of a pointing device (i.e. mouse) for full navigation 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Prior to the Jan 1, 2021 deadline we will remove non-compliant features, functions, and content. 		
Potential Future Barriers:	<ul style="list-style-type: none"> Some types of product information we might offer on the website is often meant for technical people with specific experiences and skills with complex machines that could affect public safety. The information is sometimes difficult to comprehend even for non-disabled persons, involving technical specifications, pictures or drawings useful only to those with the specialized skills and experience to 		

	interpret them. Providing alternate formats of such information could be extremely difficult, and while we may provide summary information in its place, it may be of little value to anyone.		
Responsible Authority:	IT Department	Results:	This was originally implemented in 2019 and recently updated. We use an accessibility tool that allows visitors to customize their accessibility experience (contrast, font size, narration/read aloud and link highlighting. As with other non-confidential documents we make available publicly, we will try to accommodate requests for alternative formats.

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes		Compliance Deadline: 2016
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	<p>Completed December 2014</p> <p>Developed and implement the IASR Employment Policy December 2014 which states that EHC will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, EHC will consult with the applicant and provide or arrange for suitable accommodation.</p> <p>Successful applicants will be made aware of EHC's policies and supports for accommodating people with disabilities.</p>

Requirement:			Revised our employment section policies, Recruitment, Employment, Orientation, Pre-employment Terms and Conditions Policies to reference the IASR Employment Policy.
	Informing employees of supports		Compliance Deadline: 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • 		
Potential Future Barriers:	<ul style="list-style-type: none"> • 		
Responsible Authority:	HR Department	Results:	December 16, 2014 Developed and implemented IASR Communication Policy. Revised Oct 2022 and Feb 27, 2024
Accessibility Requirement:	Accessible formats and communication supports for employees		Compliance Deadline: 2016
Current Barriers:	<ul style="list-style-type: none"> • 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • 		
Potential Future Barriers:	<ul style="list-style-type: none"> • 		
Responsible Authority:	HR Department/IT Department	Results:	December 16, 2014 Developed and implemented IASR Communication Policy; Revised Orientation Policy to reference IASR Employment Policy that EHC will develop accommodation plans that will include accessible format for employees with disabilities so as not impede their ability to do their job. Rev-10/22 Rev- Feb 24, 2024
Accessibility Requirement:	Workplace emergency response information		Compliance Deadline: 2012
Current Barriers:	<ul style="list-style-type: none"> • 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • 		
Potential Future Barriers:	<ul style="list-style-type: none"> • 		

Responsible Authority:	Health & Safety Committee	Results:	<p>Completed: revised the current Emergency Preparedness And Response Plan to include a section that includes alternative formats and that EHC will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs.</p> <p>If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.</p> <p>Emergency Preparedness Policy and IASR Employment Policy have been updated as of February 27, 2024 to include employee consent on Individual Accommodation Plans.</p>	
Accessibility Requirement:	Documented individual accommodation plans		Compliance Deadline:	2016
Current Barriers:	•			
Plan to Meet Requirements:	•			
Potential Future Barriers:	•			
Responsible Authority:	HR Department	Results:	Will develop individual accommodation plan to ensure that any employee with a defined disability is given equal opportunities and equal rights as defined in AODA by 2016.	
Accessibility Requirement:	Return to work process		Compliance Deadline:	2016
Current Barriers:	•			
Plan to Meet Requirements:	•			
Potential Future Barriers:	•			
Responsible Authority:	HR Department	Results:	Developed Return to Work policy to address AODA requirements to address employees with disabilities are included in the 'Return to Work Plan updated February 27, 2024	
Accessibility	Performance management process		Compliance	2016

Requirement:		Deadline:	
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	Complete: The IASR Employment Policy was developed December 15, 2014 and revised EHC's performance management policy to reflect the manager's responsibility to take into consideration the individual's accommodation plan with respect to evaluation and training and development for the upcoming year.
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	2016
Current Barriers:	•		
Plan to Meet Requirements:	•		
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	December 2014 revised recruitment policy to reference the IASR Employment policy. Revised Oct 2022 and February 27, 2024
Accessibility Requirement:	Redeployment	Compliance Deadline:	2016
Current Barriers:	•		
Plan to Meet Requirements:			
Potential Future Barriers:	•		
Responsible Authority:	HR Department	Results:	December 2014 developed and implemented IASR Employment policy that covers redeployment. Rev Oct 2022 and Feb 27, 2024

Review and Update

This original document was created on December 18, 2014 and was reviewed December 2020, December 18, 2023 and recently updated February 27, 2024.