

## APPENDIX A

The following SSW multi-year accessibility plan outlines our strategy to meet the requirements of IASR and to identify, remove and prevent barriers to accessibility.

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	I: Accessibility Policies Compliance Deadline: January 1st, 2014			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
3.1 Establish accessibility policies	Policies that govern how to achieve accessibility through meeting the IASR requirements are developed, implemented and maintained	Created and approved	Completed	HR 01/2014
3.2 Statement of organizational commitment	Statement of organization commitment to meet accessibility needs included in policy	Created and approved	Completed	HR 01/2014
3.3 Make policy documents publicly available	Written policy documents are made publicly available and in accessible format upon request	Documents posted on our internal and external website	Completed	HR 01/2014
4.1 Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of IASR is established, implemented, maintained and documented	Created and approved	Completed	HR 01/2014
	The accessibility plan is posted on website and provided in an accessible format upon request	Documents posted on our internal and external website	Completed	HR 01/2014
	Plan is reviewed and updated at least once every 5 years	Has been added to the policy	Completed	HR 01/2014
AODA Standards / Regulation Reference O. Reg.191/11, s. 5	I: Procuring or Acquiring Goods, Services or Facilities Compliance Deadline: January 1st, 2013 – public organizations only			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
5.1 Incorporate accessibility criteria and features into procurement process	Incorporating accessibility criteria into procurement practices so that goods, services, and facilities are more accessible, unless it is not practicable to do so.	Updated Procurement Policy, Training completed	Completed	HR 01/2013
5.2 Provide explanation if impracticable, upon request	Accessibility features and criteria must be considered and incorporated, where possible	Provided when requested	Completed	Procurement 01/2013

<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 6</b>	<b>I: Self-Service Kiosks Compliance Deadline: January 1st, 2014</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>6.1</b> Incorporate accessibility features when procuring or acquiring self-service kiosks	SSW does not have kiosks.	N/A	N/A	HR 01/2014
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 7</b>	<b>I: Training Compliance Deadline: January 1st, 2015</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>7.1</b> Provide training on IASR accessibility standards and Human Rights Code	All employees, volunteers, and others who deal with the public on behalf of SSW, receive training	Online training provided by Ontario Human Rights "Working Together: The Code and the AODA"	Completed	HR 01/15
<b>7.2</b> Training is appropriate to duties	Training is appropriate to the duties of the training participants	Employees receive training according to their roles	Completed	HR 01/15
<b>7.3</b> Training as soon as practicable	All staff is trained	One time training to all employees and ongoing for new hires	Completed	HR 01/15
<b>7.4</b> Training regarding policy changes	All staff trained on any updates or changes to the policy	Any updates/changes documented and signed off by staff	Completed	HR 01/15
<b>7.5</b> Record of training	A record of training provided under this section, including dates of training and number of individuals is kept	Tracking in ADP and through signing sheet	Completed	HR 01/15
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 11</b>	<b>II: Feedback Process Compliance Deadline: January 1st, 2015</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>11.1</b> Ensure feedback processes are in accessible formats upon request	Feedback provided when requested	Accessible formats provided upon request	As requested	HR 01/2015
<b>11.3</b> Notify the public about the availability of formats	Feedback format posted on our websites	Statement added to all SSW websites	Completed	HR 01/2015
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 12</b>	<b>II: Accessible Formats and Communication Supports Compliance Deadline: January 1st, 2015</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	

12.1 Provide accessible formats and communication supports for information	Accessible formats provided in a timely manner that takes into account the person's accessibility needs due to disability. With no additional costs.	Provided when requested	As requested	HR 01/2015
12.2 Consult with person requesting alternate format	Consultation will be completed upon request	Consultation will be completed as requested	As needed	HR 01/2015
AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information Compliance Deadline: January 1st, 2012			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
13.1 Provide public safety information in accessible formats upon request	Emergency procedure plan provided upon request	A written plan can be provided when requested	Completed	HR 01/2012
AODA Standards / Regulation Reference O. Reg.191/11, s. 14	II: Accessible Web Sites and Web Content Compliance Deadline: January 1st, 2014 and January 1 <sup>st</sup> 2021			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
14.1 Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at level A and increasing to level AA	Internet and Intranet meets technical requirements of WCAG 2.0 on required schedule	Work with IT at THP to make the required changes to our sites	In progress	01/2014 through to 01/ 2021
	<ul style="list-style-type: none"><li>This applies to websites and web content that an organization controls directly or through a contractual relationship that allows for modification of the product</li></ul>			
	<ul style="list-style-type: none"><li>This applies to web content published on a website after January 1, 2012</li></ul>			
	<ul style="list-style-type: none"><li>New websites and web content to Level A by January 1, 2014 (14.4)</li></ul>			
	<ul style="list-style-type: none"><li>All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions) (14.4)</li></ul>			
AODA Standards / Regulation Reference O. Reg.191/11, s. 22	III: Recruitment, General Compliance Deadline: January 1, 2016			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
22. Notify about accommodation in recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process	Statement is included on all Job Postings	Completed	HR 01/2016

AODA Standards / Regulation Reference O. Reg.191/11, s. 23	III: Recruitment, Assessment or Selection Process Compliance Deadline:			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
23.1 Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection	Provide the information to the applicant upon request	Included in the advertised postings	Completed	HR 01/2016
23.2 Consult with applicant and provide/arrange for suitable accommodation in a manner that meets their accessibility needs	Consult with the applicant and provide the information on an as-need-basis	Once identified by the candidates work with them to arrange for the suitable accommodation.	Completed	HR 01/2016
AODA Standards / Regulation Reference O. Reg.191/11, s. 24	III: Notice to Successful Applicants Compliance Deadline: January 1, 2016			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
24. When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities	Notice included in the offer letter	Statement added to all employment offers	Completed	HR 01/2016
AODA Standards / Regulation Reference O. Reg.191/11, s. 25	III: Informing Employees of Supports Compliance Deadline: January 1, 2016			
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)
25.1 Inform employees of policies supporting employees with disabilities	Inform all employees of policies and resources available through company email and staff meetings	Staff newsletters and connect meetings	Completed	HR 01/2016
25.2 Provide this information to new employees as soon as practicable after hiring	Provide new employees with information on policies and resources available	Part of the onboarding process.	Completed	HR 01/2016

<b>25.3</b> Provide updated information on accommodations policies to employees when changes occur	Communicate to all employees information on any changes to the policies	All new policies or changes are communicated via email and sign offs are requested.	Completed	HR 01/2016
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 26</b>	<b>III: Accessible Formats and Communication Supports for Employees</b> <b>Compliance Deadline: January 1, 2016</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>26.1</b> Provide accessible formats and communication supports for job or workplace information, upon request	Accessible formats for all information that is: <ul style="list-style-type: none"> <li>needed in order to perform the employee's job</li> <li>generally available to employees in the workplace</li> <li>provided to employees in alternate format or with communication supports, upon request</li> </ul>	All required information provided in the appropriate upon request (print, email, website, staff meetings, verbally)	Completed	HR 01/2016
<b>26.2</b> Consult with employee to determine suitability of format or support	Consult with employee on an individual basis	Individual consultation to determine proper support.	Completed	HR 01/2016
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 27</b>	<b>III: Workplace Emergency Response Information</b> <b>Compliance Deadline: January 1st, 2012</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>27.1</b> Provide individualized workplace emergency response information to employees with a disability	Provide individualized workplace emergency response information to employees with a disability	A written plan can be provided when requested	Completed	HR 01/2012
<b>27.2</b> Provide information to person designated to provide assistance upon consent	Provide information to person designated to provide assistance upon consent	All required information will be provided in appropriate format	Completed	HR 01/2012
<b>27.3</b> Provide information as soon as practicable after becoming aware of the need	Provide information as soon as practicable after becoming aware of the need	Addressing the need as soon as practicable	Completed	HR 01/2012
	Individual emergency plans are reviewed when <ul style="list-style-type: none"> <li>employee moves location</li> </ul>	Will be reviewed as required.	Completed	HR 01/2012

27.4 Review individualized workplace emergency response information when:	<ul style="list-style-type: none"><li>• overall accommodation needs are reviewed</li></ul>			
	<ul style="list-style-type: none"><li>• general emergency policies are being reviewed</li></ul>			
AODA Standards / Regulation Reference O. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans Compliance Deadline: January 1st, 2016			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
28.1 Develop written process for accommodation plans	Develop the accommodation plan jointly with the employee who requires accommodation	A written process will be created along with a policy	Completed	HR 01/2016
28.2 Include prescribed elements in process:	How employee can participate	A written process will include all the prescribed elements	Completed	HR 01/2016
	How employee will be assessed			
	How employer can request medical evaluation to determine accommodation			
	How employee can request union representative			
	Steps taken to protect the employee's privacy			
	How employee's personal information will remain private			
	How, and how often, plan will be reviewed & updated			
	The manner in which the reasons for request denial will be communicated			
	How plan will be provided to employee			
28.3 Individual accommodation plans shall:	Include any information regarding accessible formats and communications supports provided, if requested			HR 01/2016
	Include individualized workplace emergency response information, if required			
	Identify any other accommodation to be provided			
AODA Standards / Regulation Reference O. Reg.191/11, s. 29	III: Return-to-Work Compliance Deadline: January 1, 2016			RESPONSIBILITY (MTH/YR)
	DELIVERABLES	ACTION PLAN	STATUS	
29.1 Develop a documented return-to-work process	Develop a documented return-to-work process	Work with THP to develop a return-to-work policy and process	Completed	HR 01/2016

<b>29.2</b> Include employer steps to facilitate return to work and use documented individual accommodation plans	Include employer steps to facilitate return to work and use documented individual accommodation plans	Work with THP to develop a return-to-work plan and communicate to employee	Completed	HR 01/2016
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 30</b>	<b>III: Performance Management Compliance Deadline: January 1st, 2016</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>30.1</b> Include accessibility considerations in performance management processes	The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans	A review of current practices to ensure that accessibility needs are accommodated	Completed	HR 01/2016
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 31</b>	<b>III: Career Development Compliance Deadline: January 1st, 2016</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>31.1</b> Include accessibility considerations & individual accommodation plans in career development & advancement, including responsibilities within current position	To provide career development and advancement opportunities will take into account the accessibility needs	A review of current practices to ensure that accessibility needs are accommodated	Completed	HR 01/2016
<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 32</b>	<b>III: Redeployment Compliance Deadline: January 1st, 2016</b>			<b>RESPONSIBILITY (MTH/YR)</b>
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	
<b>32.1</b> Include accessibility considerations and individual accommodation plans in redeployment processes	Consider the accessibility needs of employees with disabilities when moving them to other positions, so that employees can continue to have their accommodation needs met.	Reviewed as required	Completed	HR 01/2016