



Accedo (Ontario) Accessibility Multi-Year Plan

2023 - 2028

Accedo's Statement Of Commitment:

Accedo is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Integrated Accessibility Standards – Accedo's Multi Year Accessibility Plan

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Review 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.		Ongoing	December 1, 2023

4	Accessibility Plans	<p>4.(1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Accedo will provide a copy of the Accessibility Plan in an accessible format.</p>	Ongoing	October 31, 2028
6	Training	<p>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 Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>The training will be appropriate to the duties of the employees, volunteers and other persons.</p> <p>Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable.</p> <p>Accedo will keep a record of the training it provides.</p>	Ongoing	October 31, 2028

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(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 Human Rights Code 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.		Ongoing	October 31, 2028
12	Accessible Formats & 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.		Ongoing	October 31, 2028

12		12.(2) The obligated organization shall consult with the person making the request in suitability of an accessible format or communication support.		Ongoing	October 31, 2028
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		Ongoing	October 31, 2028
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		Ongoing	October 31, 2028
14	Accessible Websites & 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 Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in	Accedo is working towards ensuring that our Internet websites, including web content, conform to the World Wide Web Consortium	Ongoing	October 31, 2028

		accordance with the schedule set out in this section.	Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.		
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PART III – Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
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.		Ongoing	October 31, 2028
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. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for		Ongoing	October 31, 2028

		the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.			
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		Ongoing	October 31, 2028
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.		Ongoing	October 31, 2028
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		Ongoing	October 31, 2028

25		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.		Ongoing	October 31, 2028
26	Accessible Formats & Communication Supports for Employees	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, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to.		Ongoing	October 31, 2028
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		Ongoing	October 31, 2028

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.		Ongoing	October 31, 2028
27		27 (2) If an employee who receives individualized workplace 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.		Ongoing	October 31, 2028
27		27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.		Ongoing	October 31, 2028

27		<p>27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.</p>		Ongoing	October 31, 2028
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28		<p>1. The manner in which an employee requesting accommodation can participate in the individual accommodation plan.</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. 6. The frequency with which the individual accommodation plan will be reviewed and</p>			
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		<p>updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
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>		Complete	December 15, 2023

29		29. (2) The return-to-work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process.		Complete	December 15, 2023
29		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.		Complete	December 15, 2023
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.		Ongoing	October 31, 2028

31	Career Development & 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.		Ongoing	October 31, 2028
32	Redeployment	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.		Ongoing	October 31, 2028

THE POLICIES AND MULTI-YEAR ACCESSIBILITY PLAN ARE AVAILABLE IN ACCESSIBLE FORMAT UPON REQUEST.

FOR MORE INFORMATION, PLEASE CONTACT:

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