



## All Weather Windows Multi Year Accessibility Plan

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| Accessibility Requirement  |                  |                        | Due Date | Results  |
|--|------------------|------------------------|----------|----------|
|  | Current Policies | Individual Responsible |          |          |
| <b><i>Customer Service</i></b>   |                  |                        |          |          |
| Establishment of accessibility policies: <ul style="list-style-type: none"> <li>• Instructions on how to interact and communicate with customers with various types of disabilities;</li> <li>• Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> </ul> | Yes              | Human Resources        | Jan 2014 | Complete |



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|--|-----|-----------------|----------|------------------------------------|
| <ul style="list-style-type: none"> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>  |     |                 |          |                                    |
| <p>Training</p> <ul style="list-style-type: none"> <li>• <b>All employees and volunteers;</b></li> <li>• <b>All other persons who provide goods, services or facilities on behalf of the organization;</b> and</li> <li>• All persons who participate in developing the organization's policies.</li> <li>• Provision of goods and services to persons with disabilities;</li> <li>• The use of assistive devices;</li> <li>• The use of guide dogs, service animals and service dogs;</li> <li>• The use of support persons;</li> <li>• Notice of service disruptions;</li> <li>• Customer feedback;</li> <li>• Training;</li> <li>• Notice of availability and format of documents.</li> </ul> | Yes | Human Resources | Jan 2015 | Complete and ongoing for new hires |
| <p>Feedback Process</p> <ul style="list-style-type: none"> <li>• Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request</li> <li>• Notification to the public about the availability of accessible formats and communication supports is required.</li> </ul>   | Yes | Human Resources | Jan 2014 | Complete                           |



|   |     |                 |          |                                    |
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| <p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> <li>○ In a timely manner that takes into account the person's accessibility needs;</li> <li>○ At a cost that is no more than the regular cost charged to other persons.</li> </ul> </li> <li>• The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</li> </ul> | Yes | Human Resources | Jan 2014 | Complete                           |
| <p>Accessibility Plans</p> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and document a multi-year accessibility plan</li> </ul>  | Yes | Human Resources | Jan 2015 | In Place                           |
| <b>Information &amp; Communication</b>  |     |                 |          |                                    |
| <p>Training</p> <ul style="list-style-type: none"> <li>• Accessibility for Ontarians with Disabilities Act, 2005;</li> <li>• Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> </ul>  | Yes | Human Resources | Jan 2015 | Complete and ongoing for new hires |
| <p>Accessible websites and web content - *New Sites*</p>  | Yes | Marketing       | Jan 2015 | Complete                           |
| <p>All websites and web content</p> <ul style="list-style-type: none"> <li>• Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> <li>• Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>  | Yes | Marketing       | Jan 2015 | Complete                           |



|   |     |                 |          |               |
|---|-----|-----------------|----------|---------------|
| <p>Educational and Training Resources or Materials</p> <ul style="list-style-type: none"> <li>• Provide educational and training resources or materials in an accessible format that takes into account the accessibility needs of a the person with a disability</li> <li>• Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities</li> </ul> | N/A | N/A             | N/A      | N/A           |
| <p>Training to Educators</p> <ul style="list-style-type: none"> <li>• Provide educators with accessibility awareness training related to accessible program or course delivery and instruction</li> <li>• Includes school boards or educational or training institutions</li> <li>• Records shall be kept to document the dates, attendees and training provided</li> </ul>   | N/A | N/A             | N/A      | N/A           |
| <p>Accessible print based training resources/ materials</p> <ul style="list-style-type: none"> <li>• Upon request, make accessible or conversion ready versions of textbooks available to the institutions</li> <li>• Upon request, make accessible or conversion ready versions of the printed materials available to the institutions</li> </ul>  | N/A | N/A             | N/A      | N/A           |
| <p>Accessible digital or multimedia resources/materials</p>   | N/A | N/A             | N/A      | N/A           |
| <b><i>Employment Standards</i></b>  |     |                 |          |               |
| <p>Recruitment:</p> <ul style="list-style-type: none"> <li>• Notification about available policies and accommodation for applicants with disabilities</li> </ul>  | Yes | Human Resources | Jan 2015 | On individual |



|  |     |                   |          |                                    |
|--|-----|-------------------|----------|------------------------------------|
| <ul style="list-style-type: none"> <li>• Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</li> </ul>   |     |                   |          | basis when required                |
| <p>Informing employees of supports</p> <ul style="list-style-type: none"> <li>• Inform all employees of policies used to support employees with disabilities</li> <li>• Provide new employees the information</li> <li>• Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>  | Yes | Human Resources   | Jan 2015 | Complete and ongoing for new hires |
| <p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> <li>• Information to perform their job</li> <li>• Information that is generally available to employees in the workplace</li> </ul>  | Yes | Human Resources   | Jan 2015 | On individual basis when required  |
| <p>Workplace emergency response information</p> <ul style="list-style-type: none"> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> <li>• Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul> | Yes | Health and Safety | Jan 2015 | On individual basis when required  |



|  |     |                 |          |                                   |
|--|-----|-----------------|----------|-----------------------------------|
| <p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> <li>• Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>• Means by which the employee is assessed on an individual basis;</li> <li>• The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>• The manner in which the employee can request participation of a bargaining agent representative in the development of the plan</li> <li>• Privacy protection of the employee's personal information</li> <li>• Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done</li> <li>• If a plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>• Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability</li> </ul> | Yes | Human Resources | Jan 2015 | On individual basis when required |
| <p>Return to Work Process</p> <ul style="list-style-type: none"> <li>• Develop and have in place a return to work process</li> <li>• Outline the steps the employer will take to facilitate the return to work of employees who</li> </ul>   | Yes | Human Resources | Jan 2015 | On individual basis when required |



|  |     |                 |          |  |
|--|-----|-----------------|----------|--|
| <p>were absent because their disability required them to be away from work</p> <ul style="list-style-type: none"> <li>• Use documented individual accommodation plans</li> </ul> |     |                 |          |  |
| Performance Management   | Yes | Human Resources | Jan 2015 | On individual basis when required n Progress |
| Career Development and Advancement   | Yes | Human Resources | Jan 2015 | On individual basis when required            |
| Redeployment   | Yes | Human Resources | Jan 2015 | On individual basis when required            |