



**AREA:** ACCESSIBILITY PROGRAM **Issued Date:**  
December 2013

**ISSUED BY :** HUMAN RESOURCES

**DISTRIBUTION :** ALL DEPARTMENTS **Revision Date:**

**SUBJECT :** MULTI-YEAR PLAN

**APPROVED BY :** \_\_\_\_\_  
Chief Executive Officer Director of Employee Relations

## **POLICY**

- 1.01 Copernicus Lodgewill establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.
- 1.02 The multi-year accessibility plan will indicate how Copernicus Lodge intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.
- 1.03 Specifically, the multi-year plan will:
- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers
  - b) Set annual goals for specific improvements to accessibility
  - c) Establish action plans for meeting those goals and initiating accountability at various levels
  - d) Seek input and suggestions from the wider organizational community

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to create a workable multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of all customers and employees with disabilities, and provide a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards.

## **3 SCOPE**

3.01 This policy applies to all employees and all facilities of Copernicus Lodge in Ontario.

#### 4 RESPONSIBILITY

4.01 It is the responsibility of Copernicus Lodge to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.

4.02 It is the responsibility of Copernicus Lodge to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.

4.03 It is the responsibility of Copernicus Lodge to post the plan in a visible place on the premises and on the corporate website.

4.04 It is the responsibility of Copernicus Lodge to report annually on its website on its progress in implementing this plan. (This is only mandatory for the public sector and government.)

4.05 It is the responsibility of Copernicus Lodge to provide all information relating to the plan in alternative formats upon request.

4.06 It is the responsibility of Copernicus Lodge to review and update the plan at least once every five years.

4.07 It is the responsibility of the **Accessibility Advisory Committee & Coordinator** to:

- a) Identify and understand structures, laws, rules, policies, programs, practices and services of, or applicable to, the organization regarding accessibility and barriers to access that people with disabilities may encounter
- b) Ensure the organization meets its obligations under the AODA to develop a multi-year accessibility plan and other requirements as required under the law
- c) Develop and implement an accessibility plan that includes, among other things:

The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years through consultation with people with disabilities, the community (if applicable) and employees

An annual action plan to eliminate barriers as per established standard and priority

- d) Evaluate the progress made toward achieving objectives as per AODA target dates and completion dates
- e) Update the multi-year accessibility (or better yet, annual) plan and make it available to the general public
- f) Act as the organization's ambassador in the elimination of barriers and promotion of accessibility
- g) Communicate all documents (e.g., policies, plans) to members of the organization's staff and ensure they are trained on accessibility issues and the policies and plans as required by law
- h) Prepare and submit the necessary reports and documentation to the organization executives and the government
- i) Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments at least four times a year

## 5 DEFINITIONS

- 5.01 **"Accessible formats"** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.
- 5.02 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **"Communication supports"** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 **"Communications"** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 **"Dignity"** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **"Equal opportunity"** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **"Independence"** means when a person is able to do things on their own without unnecessary help or interference from others.

- 5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.
- 5.11 **“Accessibility Advisory Committee”**-This committee is comprised of the senior management team at Copernicus Lodge;
- 5.12 **“Accessibility Advisory Coordinator”**-This is the Director of Employee Relations at Copernicus Lodge;

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

### **Accessibility for Ontarians with Disabilities Act, 2005**

Integrated Accessibility Standards, Ontario Regulation 191/11

Statement of organizational commitment

Purchasing or acquiring goods, services or facilities

Self-service kiosks

Accessibility and human rights training

## **7 PROCEDURES**

### **7.01 Multi-year accessibility plan**

Copernicus Lodge will work to improve accessibility by developing a multi-year accessibility plan by January 1, 2014, that conforms to the Regulation which outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA and its standards.

- 7.02 Copernicus Lodge will report annually on the progress and implementation of the plan, posting this information in an obvious place on company premises and on the company website. The plan will also be provided in alternative formats upon request.
- 7.03 The multi-year plan must be reviewed and updated at a minimum of once every five years.
- 7.04 When a person with a disability makes a request for an alternative accessible format or communication support, that person must be consulted as to their needs. The plan must be provided in a timely manner and the cost of providing the plan in an accessible format must not be more than the regular cost

charged to other people.

#### 7.05 **Procuring or acquiring goods, services or facilities**

Note: Large and small organizations are exempt from this requirement, but it is recommended they plan for accessibility in the procurement or acquisition of goods, services or facilities along the same timeline as large organizations.

Copernicus Lodge will put a process in place to:

Assess current purchasing/procurement policies, practices and procedures.

Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.

Upon request, provide an explanation when it is not practical to do so.

Make the organization's premises fully accessible.

#### 7.08 **Self-service kiosks**

At this time, Copernicus Lodge does not use self-service kiosks, but if Copernicus Lodge decides to use a self-service kiosk, it will incorporate accessibility features when designing, purchasing or obtaining these kiosks.

#### 7.09 **Training**

Copernicus Lodge will ensure that by or **January 1, 2015**, training is provided to all employees, volunteers, persons who deal with customers and the public on the company's behalf, and to persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the **Human Rights Code** as it pertains to persons with disabilities.

The type and intensity of training on the requirements of accessibility standards and the **Human Rights Code** will vary according to the duties of the employee, volunteers or others.

Copernicus Lodge will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Training will re-occur when there are changes to the accessibility policies.

#### 7.10 **Requirements under the Information and Communications Standard**

##### **Commitment to accessibility policies, practices and procedures**

**By January 1, 2016**, Copernicus Lodge will commit to making information and

communication systems and platforms accessible to persons with disabilities and address how it will be achieved.

Copernicus Lodge will establish an accessibility policy, procedures and practices for providing accessible information and communications that take into account a person's disability when communicating or providing information. This includes:

Posting the policy in a visible place on the premises and on the corporate website

Providing the policy in an alternative format upon request

Ensuring that the cost of providing this policy in an accessible format is not more than the regular cost charged to other people

Reviewing the policy at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs (not required but a best practice)

### **Multi-year plan**

Copernicus Lodge will include the requirements under the information and communications standard in its multi-year plan, which outlines the organization's strategy to provide accessible information and communications.

This includes:

Assessing barriers to information and communications systems/ platforms.

Determining the accessibility of the company's information components and systems.

Establishing a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats.

Establishing a company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language).

Posting the plan on the corporate website and providing the plan in accessible format upon request. (You may also consider posting the plan in a conspicuous place in the organization.)

Reviewing and updating the plan at least once every five years.

### **Emergency procedures, plans, or public safety information**

Since Copernicus Lodge already has and/or is required to have emergency

procedures, plans or public safety information and it makes this information available to the public, we will take the following steps to comply with the requirements of the regulation:

Copernicus Lodge in cooperation with the Director of Environmental Services, will:

Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency

Update its emergency procedures to ensure that they can be followed by persons with disabilities and to ensure they meet the needs of persons with disabilities

Upon request, provide the information in an accessible format or with communication supports as soon as practicable

Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports

Provide such information at not more than the regular cost charged to other people

Review and update these procedures at least once every five years

### **Feedback**

(IASR compliance date(s): Large organizations, January 1, 2015: Small organizations, January 1, 2016.)

By January 1, 2015, Copernicus Lodge will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. This includes:

When an accessible format is requested, the person making the request is consulted to determine suitability of format

The public is notified about the availability of accessible formats and communication supports

Reviewing the policy at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs (not required but a best practice)

### **Providing information and communications in accessible formats and with communications support**

By January 1, 2016, Copernicus Lodge will, upon request, provide or arrange

for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. This includes:

Assessing and reviewing the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in your organization

Explaining how you plan to produce and deliver alternately formatted material essential to your company and your customers, and what those materials are

Notifying the public about the availability of accessible formats and communication supports

Consulting with a person with a disability when alternative accessible formats and communication supports are requested

Having a process in place for customers to request and to be provided with information and communication in an accessible format and explaining when an accessible format is not feasible

Posting this information on the company website or in a conspicuous place on the premises

If the information or communications are unconvertible, upon request, the organization will provide an explanation of why it is unconvertible, and provide a summary of the unconvertible information or communications

Updating accessible customer service policy (not required but a best practice)

Reviewing this process at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs, if possible as this is not required but a best practice.

### **Accessible websites and web content**

By January 1, 2014—new websites and web content must conform to WCAG 2.0 Level A, and

**January 1, 2021**—all websites and web content must conform with WCAG 2.0 Level AA, (excluding live captioning and audio description)

Copernicus Lodge will ensure that all new websites and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA by 2021. This includes:

Conducting an assessment of the organization's website and testing for accessibility

Committing and planning to make the website accessible and outline the course of actions and timelines needed to achieve web accessibility based on the results of your assessment and compliance with the law

Developing a web accessibility business case to obtain budget and resources

Obtaining tools and resources to build or make the website accessible and train the people who will use the software to make the website accessible

Developing accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA

Monitoring website accessibility and compliance with the guidelines and the law

Providing staff training to all employees, volunteers, and persons participating in the development and approval of the company's policies, practices and procedures on website accessibility

#### 7.11 **Requirements under the EMPLOYMENT STANDARD**

Copernicus Lodge will include the requirements under the employment standard in its multi-year plan, including the following:

Workplace emergency response information

Assessment of barriers in employment

Support information for new employees

Accessible formats and communication

Documenting individualized plans

Performance assessment, career development, advancement, and redeployment

##### **Workplace Emergency Response Information**

Starting January 1, 2012, Copernicus Lodge will provide individualized workplace emergency response information to employees who have disclosed a disability.

With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The individualized workplace emergency response information will be reviewed:

When the employee moves to a different location in the organization

When the employee's overall accommodations needs or plans are reviewed, and

When the employer reviews its general emergency response policies

### **Assessment of barriers in employment**

Copernicus Lodge will identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.

### **Recruitment**

By January 1, 2016, Copernicus Lodge will promote employment opportunities for the designated groups including persons with disabilities.

On the company's website and in job advertisements, specify that accommodation is available for job applicants with disabilities.

Copernicus Lodge will inform candidates about the availability of accommodations:

when called for an interview

during the selection process

at the time of job offer

at orientation

### **Support information for new employees**

By January 1, 2016, Copernicus Lodge will inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.

Copernicus Lodge will update information provided to employees as policies change.

### **Accessible formats and communication**

By January 1, 2016, Copernicus Lodge will, upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.

**Document individualized plans**

(IASR compliance date(s): Large organizations, January 1, 2016; Small organizations are exempt from documentation about the individual accommodation plans and return to work process for employees with disabilities.)

Copernicus Lodge will develop a written process for developing individual accommodation plans for employees with disabilities.

Copernicus Lodge will develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.

**Performance assessment, career development, advancement, and redeployment**

By January 1, 2016, Copernicus Lodge will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans:

When assessing their performance

In managing their career development and advancement

When redeploying them

**7.12 Requirements under the transportation standard (if applicable)**  
Not Applicable

7.13 Through its accessibility advisory committee, Copernicus Lodge will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Copernicus Lodge will also report on performance in relation to established accessibility goals and targets.

**7.14 Contact information**

If you have questions on this policy, want to provide feedback or have a complaint, the Accessibility Committee established by Copernicus Lodge to deal with such matters can be reached at (416) 536-7122 extension 256.

**7. MULTI-YEAR PLAN IN CHART FORM**

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
<b>General requirements of the Regulation</b>				
Accessibility policies, practices and procedures	<p>Copernicus Lodge will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy is publicly available; The plan and policy is posted in a visible place on Copernicus Lodge premises and on the website.</p> <p>Copernicus Lodge will provide the policy in alternative formats upon request</p>	Accessibility Advisory Committee/Senior Managers	Jan. 1, 2014	<p>Draft policies established by January 1, 2014</p> <p>Reviewed before December 1, 2014</p>
Multi-year accessibility plan	<p>Copernicus Lodge will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>The company will:</p> <ul style="list-style-type: none"> <li>Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities</li> </ul>	Accessibility Advisory Committee/Senior Managers	Jan. 1, 2014	Draft plan created by January 1, 2014

MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
	<ul style="list-style-type: none"> <li>• Post the plan in a visible place on the premises and on the corporate website</li> <li>• Report annually on its website on its progress on implementing this plan (this is only mandatory for the public sector and government)</li> <li>• Provide all information relating to the plan in alternative formats upon request</li> <li>• Review and update the plan at least once every five years</li> </ul>			
Self-service kiosks	When Copernicus Lodge does make use of self-service kiosks available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.	Accessibility Advisory Committee	Jan. 1, 2014	N/A at this time
Procurement or acquisition of goods, services, or facilities	Copernicus Lodge will put a process in place to: <ul style="list-style-type: none"> <li>• Assess current purchasing/procurement policies, practices and procedures</li> </ul>	Accessibility Advisory Committee	Not Mandatory; Copernicus Lodge does follow these expectations due to the nature of our operations and the clients we serve	

MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
	<p>already in place</p> <ul style="list-style-type: none"> <li>• Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so</li> <li>• Upon request, provide an explanation when it is not practical to do so</li> <li>• Make the organization's premises fully accessible</li> </ul>			
Training	<p>Copernicus Lodge will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the <b>Human Rights Code</b> as it pertains to persons with disabilities.</p> <p>The type and intensity of training on the requirements of accessibility standards and the <b>Human Rights Code</b> will vary according to the duties</p>	Accessibility Advisory Committee	Jan. 1, 2015	AODA training was already incorporated into Annual Mandatory Training – 2012, 2013 and 2014-on-going

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	<p>of the employee, volunteers or others.</p> <p>Copernicus Lodge will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes to the accessibility policies.</p>			
<b>Requirements under the information and communications standard</b>				
Emergency procedures, plans, or public safety information	<p>Copernicus Lodge in cooperation with our building manager, will:</p> <ul style="list-style-type: none"> <li>• Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency</li> <li>• Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities</li> <li>• Upon request, provide the information in an accessible format or with communication supports as soon as</li> </ul>	Accessibility Advisory Committee, as well as the Joint Health and Safety Committee	January 1, 2012	

MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
	<p>practicable</p> <ul style="list-style-type: none"> <li>• Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports</li> <li>• Provide such information at a cost not more than the regular cost charged to other people</li> </ul>			
Accessibility policies, practices and procedures	<p>Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.</p> <p>This policy will be posted in a visible place on the premises and on the corporate website.</p> <p>This policy will be provided in an alternative format upon request.</p> <p>The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.</p>	Accessibility Advisory Committee	January 1, 2014	
Multi-year plan	Assess barriers to	Accessibility	January 1, 2014	

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	<p>information and communications systems/platforms.</p> <p>Determine the accessibility of Copernicus Lodge's information components and systems.</p> <p>Establish a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p> <p>Establish a company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language). This plan will be posted in a visible place on the premises and on the corporate website.</p> <p>Provide the plan in alternative formats upon request.</p>	Advisory Committee		
Taking a	Assess and review the	Accessibility	January 1, 2016	

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
<p>person's disability into account when communicating or providing information in accessible formats and communication supports</p>	<p>communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in your organization.</p> <p>Explain how you plan to produce and deliver alternately formatted material essential to your company and your customers and what those materials are.</p> <p>Post a notice on your website and on the premises that information is available in a variety of accessible formats.</p> <p>When an alternate accessible format and communication support is requested, a person with a disability will be consulted.</p> <p>Have a process in place for customers to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p> <p>Post this information on the company website or in a conspicuous place on the premises.</p>	<p>Advisory Committee with IT department and all departments involved in providing information and documents to customers</p>		

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
Feedback	<p>Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p> <p>This feedback process should not detract from the feedback process required under Accessibility Standards for Customer Service. This process must be arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons.</p> <p>Notify the public about the availability of the accessible formats and the communication supports feedback process.</p>	Accessibility Advisory Committee; Reception/Customer Service	January 1, 2015	

MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)				
Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
Accessible websites and web content	<p>Develop a web accessibility business case for your organization to obtain a budget and resources.</p> <p>Train in-house IT person and/or Web designer, or secure services of Web designer that is knowledgeable of accessibility.</p> <p>Commit and plan to make your website accessible and outline the course of actions and timelines your organization will take to achieve web accessibility based on the results of your assessment and compliance with the law.</p> <p>Conduct an assessment of the organization's website and test for accessibility.</p> <p>Obtain tools and resources to build or make website accessible, and train the people who will use the software to make your website accessible.</p> <p>Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA.</p> <p>Launch accessible</p>	Accessibility Advisory Committee	<ul style="list-style-type: none"> <li>• By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A</li> <li>• By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded)]</li> </ul>	

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	<p>website.</p> <p>Monitor website accessibility and compliance with the guidelines and the law.</p>			
Training	Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on website accessibility.	Accessibility Advisory Committee	NA – at this time	
<b>Requirements under the employment standard</b>				
Workplace emergency response information	<p>The company will provide individualized workplace emergency response information to employees who have disclosed a disability.</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The individualized workplace emergency response information</p>	Accessibility Advisory Committee, Joint Health and Safety Committee or health and safety representative, managers/ supervisors and the HR department	January 1, 2012	

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	will be reviewed: <ul style="list-style-type: none"> <li>• When the employee moves to a different location in the organization</li> <li>• When the employee’s overall accommodations needs or plans are reviewed, and</li> <li>• When the employer reviews its general emergency response policies</li> </ul>			
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	Accessibility Advisory Committee, Joint Health and Safety Committee or health and safety representative, managers/ supervisors and the HR department	None	
Recruitment	Promote employment opportunities for the designated groups, including persons with disabilities.  On the company’s website and on job advertisements, specify that accommodation is available for job applicants with disabilities. Inform candidates about the availability of accommodations:	Accessibility Advisory Committee, supervisors and HR Department	January 1, 2016	

<b>MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)</b>				
<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	<ul style="list-style-type: none"> <li>• when called for an interview</li> <li>• during the selection process</li> <li>• at the time of job offer</li> <li>• at orientation</li> </ul>			
Support information for employees	<p>Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.</p> <p>Update information provided to employees as policies change.</p>	Accessibility Advisory Committee , supervisors and HR Department	January 1, 2016	
Accessible formats and communication	Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	Accessibility Advisory Committee	January 1, 2016	
Documented individualized plans	Develop a written process for developing individual accommodation plans for employees with disabilities.	Accessibility Advisory Committee, managers/ supervisors and the HR department	January 1, 2016	



**MULTI-YEAR ACCESSIBILITY PLAN UNDER THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)**

<b>Requirements/ steps</b>	<b>What must be done? Planned action</b>	<b>Responsibility</b>	<b>IASR compliance date</b>	<b>Target date Notes/review</b>
	Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.  Document the process.			
Performance assessment, career development and advancement, and redeployment	Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment.	Accessibility Advisory Committee , supervisors and HR Department	January 1, 2016	
Training	Provide training in respect of any changes to the policies described in the employment standard section of the Regulation.		On an ongoing basis	

**Requirements under the transportation standard**

This standard does not apply to us

**Requirements under the built environment standard**

This standard is not yet law and **Copernicus Lodge** is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or (when practicable) before that happens, **Copernicus Lodge**, will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.