

ACTRA

ACTRA NATIONAL MULTI-YEAR ACCESSIBILITY PLAN 2017 - 2021

GENERAL

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.3	Website	Establishment of accessibility policies	AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy	HR/PAC/ITDS	Complete	Reference Policy No. HR-ADM-01
IASR s.4	Website	Accessibility Plans	AODA Multi-Year Accessibility Plan	HR/PAC/ITDS	Complete	Can be found at: www.actra.ca
IASR s.5	Internal	Procuring or acquiring goods, services or facilities	Include procurement accessibility provisions in an organizational Procurement Policy.	HR	Complete	Reference Policy No. HR-ADM-01 and HR-ADM-03
IASR s.7	Internal	Training	Training on AODA and the Ontario Human Rights Code delivered to all employees. A record of training including dates and number of trained people will be maintained by ACTRA.	HR	Ongoing	e-Learning program.
IASR s.7	Internal	Training	Employees/Volunteers receive specific instructions on how to handle feedback during training.	HR	Ongoing	e-Learning program.

INFORMATION AND COMMUNICATION STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.11	Website	Feedback	Assessibility Standards - Record of Customer Feedback Statement	HR/PAC/ITDS	Complete	Statement placed on website - www.actra.ca
IASR s.11	Website	Feedback	Assessibility Standards - Record of Customer Feedback Form	HR	Complete	Statement placed on website - www.actra.ca Reference: Appendix 1 - ACTRA-AODA-Accessibility Stanards Regulation (IASR) - Record of Customer Feedback Form
IASR s.12	Internal /External /Website	Accessible formats and communication supports	Alternate Format Request	HR/PAC/ITDS	Complete	Statement placed on website - www.actra.ca
IASR s.12	Internal /External /Website	Accessible formats and communication supports	Alternate Format Request Form	HR	Complete	Statement placed on website - www.actra.ca Reference: Appendix 2 - ACTRA-AODA-Alternate Format Request Form
IASR s.13	Internal /External /Website	Emergency procedure, plans or public safety information	Providing accessible emergency and public safety information (i.e. evacuation plans).	Operations	Ongoing	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. Reference Policy No. HR-OHS-03
IASR s.14	Website	Accessible websites and web content	Making Websites Accessible Statement of conforming to WCAG 2.0, Level AA by Jan 1, 2020 .	PAC/ITDS	Complete	Current Statement at www.actra.ca ACTRA National is committed to making every effort to provide a website that is accessible and usable by all visitors, the website has been designed to be WCAG 2.1 Level AA compliant and meets the Province of Ontario's Accessible Information Communications Standard.
IASR s.15	Internal	Educational and training resources and materials, etc.	Training	HR	Complete and Ongoing	e-Learning program active - available in alternate formats, i.e. sound, print option, etc.

EMPLOYMENT STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.22	Internal	Employment Standards	Recruitment, general	HR	Ongoing	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. Appears in all internal and external job postings and advertisements as well as invitations to interviews.
IASR s.23	Internal	Employment Standards	Recruitment, assessment or selection process	HR	Ongoing	(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 the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2). Reference policies: HR-ADM-03 and HR-ADM-07
IASR s.24	Internal	Employment Standards	Notice to successful applicants	HR	Ongoing	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. Reference Policy No. HR-ADM-07
IASR s.25	Internal	Employment Standards	Informing employees of supports	HR	Ongoing	(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. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. (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.
IASR s.26	Internal	Employment Standards	Accessible formats and communication supports for employees	HR	Ongoing	Reference Policy No. HR-ADM-07
IASR s.27	Internal	Employment Standards	Workplace emergency response information	HR	Ongoing	(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. (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. (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. (4) Every employer shall review the individualized workplace emergency response information: (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. Reference Policy No. HR-OHS-03
IASR s.28	Internal	Employment Standards	Documented individual accommodation plans	HR	Ongoing	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Reference Policy No. HR-ADM-07

EMPLOYMENT STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.29	Internal	Employment Standards	Return to work process	HR	Ongoing	<p>(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> <p>(b) shall document the process.</p> <p>(2) The return-to-work process shall:</p> <p>(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</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>(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.</p> <p>Reference Policy No. ADMIN-AC-03 & ADMIN-AC-07</p>
IASR s.30	Internal	Employment Standards	Performance Management	HR	Ongoing	<p>An employer that uses performance management with respect to 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 with respect to employees with disabilities.</p> <p>Reference Policy No. ADMIN-AC-03 and ADMIN-AC-07</p>
IASR s.31	Internal	Employment Standards	Career development and advancement	HR	Ongoing	<p>(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.</p> <p>(2) In this section: "career development and advancement" includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p> <p>Reference Policy No. HR-ADM-03</p>
IASR s.32	Internal	Employment Standards	Redeployment	HR	Ongoing	<p>(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.</p> <p>(2) In this section: "redemption" means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p> <p>Reference Policy No. HR-ADM-03</p>

DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILDING ENVIRONMENT)

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.80.1	Operations	Definition	Redevelopment	Operations	N/A	Reference Policy No. HR-ADM-03
IASR s.80.2	Operations	Application	Redevelopment - How to make public spaces accessible	Operations	N/A	

OBTAINING SERVICES

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.80.43	Operations	Application	Redeveloped	Operations	N/A	

CUSTOMER SERVICE STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.80.46	Internal	Establishment of policies	AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy	HR	Complete	<p>(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to ensure policies are consistent with the following principles:</p> <p>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.</p> <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. 16.</p> <p>(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</p> <p>(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.</p> <p>(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p> <p>Reference policy No. HR-ADM-01</p>

CUSTOMER SERVICE STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR s.80.47	Internal /External /Website	Use of service animals and support persons	Welcoming Services animals and support persons	HR	Complete	<p>Covered in AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy.</p> <p>If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>If a person with a disability is accompanied by a support person, the provider shall ensure both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that:</p> <p>(a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and</p> <p>(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.</p> <p>Reference Policy No. HR-ADM-01</p>
IASR s.80.48	Website	Notice of temporary disruptions	Service Disruption Statement	Operations	Ongoing	Statement containing what the organization will do in the event of a service disruption that could impact individuals with disability needs accessing our services. Introductory statement for website prepared.
IASR s.80.48	Website	Notice of temporary disruptions	Service Disruption Statement Form	Operations	N/A	Notifications will be placed on the applicable office/branch website versus using a form.
IASR 80.49	Internal	Training for staff, etc.	AODA-Integrated Accessibility Standards Regulation (IASR) Customer Service Policy	HR	Ongoing	<p>(1) In addition to the requirements in section 7, every provider shall ensure the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> Every person who is an employee of, or a volunteer with, the provider. Every person who participates in developing the provider's policies. Every other person who provides goods, services or facilities on behalf of the provider. <p>(a) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ul style="list-style-type: none"> How to interact and communicate with persons with various types of disability. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. <p>4. Every person referred to in subsection (1) shall be trained as soon as practicable. (4) Every provider shall also provide training on an ongoing basis with respect to any changes to the policies described in section 80.46.</p> <p>5. Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>6. Every provider, other than a small organization, shall:</p> <p>(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</p> <p>(b) on request, give a copy of the document to any person.</p> <p>7. Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.</p> <p>8. The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p> <p>Reference Policy No. HR-ADM-01</p>

CUSTOMER SERVICE STANDARDS

AODA Section #	PLACEMENT	IASR STANDARD	ITEM	ASSIGNED TO:	STATUS	NOTES
IASR 80.51	Internal /External /Website	Format of documents	Alternate Format Request	HR	Complete	<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support.</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.</p> <p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Reference Policy No. HR-ADM-01 Appendix 2 - ACTRA-AODA-Alternate Format Request Form</p>

Last Updated: June 2021