

The International Centre
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan
Part I – GENERAL REQUIREMENTS:
Last Revised: July 2019

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment 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.	Policy developed and deployed – contained on Website. Content is included in Employee Handbook	Complete Complete	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, 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; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	This multi-year plan outlines The International Centres' strategy to prevent and remove barriers to address the current and future requirements of the AODA, and in order to fulfill The International Centres' commitment as outlined in the Integrated Accessibility Standards Policy. In accordance with the requirements set out in the IASR, The International Centre will: <ul style="list-style-type: none"> ▪ Establish, review and update this plan in consultation with persons with disabilities; ▪ Post this plan on its website (www.internationalcentre.com); ▪ Report as required on its website, the progress of the implementation of this plan; Provide this plan in an accessible format, upon request; and Review and update this plan at least once every five years.	Complete/ Ongoing	January 1, 2014

6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Identified all kiosks and will consider accessibility during the replacement cycle.	Ongoing	January 1, 2014
7	Training	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, (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.	Structured training via instructional handbook. Three different versions: employee, manager, casual employee, with the applicable relevant information pertaining to them.	Ongoing	January 1, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	<p>Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision accessible formats and communication supports, upon request and in a timely manner;</p> <p>Feedback can be shared through our website, by email, verbally or by using a comment card. All feedback will be directed to HR, Sales and any applicable business units as required.</p>	Ongoing	January 1, 2015
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.	<p>The International Centre is committed to making company information and communications accessible to persons with disabilities. The company will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.</p> <ul style="list-style-type: none"> • Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and 	Ongoing	January 1, 2016
12	12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	January 1, 2016			
12	12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.				

			<p>communication supports, upon request and in a timely manner;</p> <ul style="list-style-type: none"> • Provide or arrange for the provision of such accessible formats and communication supports; • Consult with the person making the request to determine the suitability of the accessible format or communication support; • Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons; 		
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.	<p>The International Centre is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities.</p> <p>Emergency procedures, plans and public safety information that are prepared by the company will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request;</p>	Ongoing	Complete

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 accordance with the schedule set out in this section.	<p>AODA compliance is included as one of the criteria in selecting technology vendors for new website development initiatives.</p> <p>Ensure development of any next generation digital platform for public websites, mobile applications, and information technology infrastructure meet AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA.</p>
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PART III – Employment Standard

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.	<p>Include a statement in the advertisement. <i>“We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs”</i></p> <ul style="list-style-type: none"> - Communicated on Website Careers’ section and employment advertisements. 	Complete	January 1, 2016
23	Recruitment, Assessment or Selection Process	<p>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.</p> <p>(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.</p>	<p>The International Centre will 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 in the assessment/selection process.</p> <p>This will include:</p> <ul style="list-style-type: none"> ▪ A review and, as necessary, modification of existing recruitment policies, procedures and processes; ▪ Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment; ▪ If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant’s accessibility needs due to disability. 	Ongoing	January 1, 2016

24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<p>The successful applicant of its policies for accommodating employees with disabilities.</p> <p>This will include:</p> <ul style="list-style-type: none"> ▪ A review and, as necessary, modification of existing recruitment policies, procedures and processes; ▪ Inclusion of notification of The International Centres' policies on accommodating employees with disabilities in offer of employment letters 	Ongoing	January 1, 2016
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.	<p>The International Centre informs current employees and new hires of the policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability.</p> <p>Providing information under this section as soon as practicable after the new employee begins employment, specifically in the orientation process.</p> <p>Keeping employees up to date on changes to existing policies on job accommodations with respect to disability.</p>	Ongoing	

25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	See above section 25.(1)	Ongoing	January 1, 2016
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.	See above section 25.(1)	Ongoing	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	26.1 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 employees in the workplace.	Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner;	Ongoing	January 1, 2016
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require – ie Policy, communication supports, that are available – large print, voice (text to speech), close captioning, plain language, large print, PDF.	Ongoing	January 1, 2016

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.	As required, individualized workplace emergency response information procedures have been developed for employees with disabilities.	Ongoing	January 1, 2012
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.	Workplace Emergency Response Information form has been prepared for employees who have disclosed a disability and who are being accommodated, according to their disabilities. Distribution of information as required.	Ongoing	January 1, 2012
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.	Where required, with disabled employees' prior consent, all emergency plans will be developed and communicated to the employee, employees' respective managers and Health & Safety personnel on an 'as needed' basis for providing assistance.	Ongoing	January 1, 2012
27		(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.	On an ongoing and regular basis, and as per the applicable terms of the IASR, The International Centre will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.	Ongoing	January 1, 2012

28	Documented Individual Accommodation Plans	28.(1) 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.	The International Centres' existing policies include steps that will accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.	Ongoing	January 1, 2016
28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 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. 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. 	The International Centre will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.	Ongoing	January 1, 2016

		<p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and 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> <p>(b) shall document the process.</p>	The International Centre maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.	Ongoing	January 1, 2016

29		<p>29. (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 individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>The International Centres' return to work process includes documented individual accommodation plans as part of its process.</p>	Ongoing	January 1, 2016
29		<p>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.</p>			
30	Performance Management	<p>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.</p>	<p>The International Centre will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:</p> <ul style="list-style-type: none"> • When using its performance management process in respect of employees with disabilities; • When providing career development and advancement to its employees with disabilities; • When redeploying employees with disabilities. <p>The following steps will be taken as required;</p> <ul style="list-style-type: none"> • Review, assess and, as necessary, modify existing policies, procedures and 	Ongoing	January 1, 2016
31	Career Development & Advancement	<p>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.</p>			
32	Redeployment	<p>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,</p>			

		when redeploying employees with disabilities.	practices to ensure compliance with the IASR; <ul style="list-style-type: none">• Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:<ul style="list-style-type: none">• Assessing performance• Managing career development and advancement• Redeployment is required		
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