

INTELEX AODA ACCESSIBILITY PLAN

Part 1 – General Requirements

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.	Completed	Approved & Completed	January 1 st , 2014
4	Accessibility Plan	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 (5) years.	Completed Human Resources will review on January 1 st every year.	Approved & Completed	January 1 st , 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.	Not applicable at this time.	N/A	January 1 st , 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 disability to,	Classroom training provided to all current employees. E-Learning provided to all new hires.	Completion Date: July 30 th , 2014	January 1 st , 2015

		<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>			
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Part 2 – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<p>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 accessible formats and communications supports, upon request.</p>	<p>Conduct a review of all feedback processes across the organization (internally and externally). Consult with functional areas to make sure all feedback processes are captured. Determine what accessible formats and communication supports we will provide upon request.</p> <p>Ensure employees are aware of the need to accommodate upon request as part of training.</p>	Under Review	January 1 st , 2015
12	Accessible Formats & Communication Supports	<p>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,</p> <p>(a) In a timely manner that takes into account the</p>	<p>Determine what accessible formats and communication supports we will provide to persons with disabilities upon request.</p>	Under Review	January 1 st , 2016

		person's accessibility needs due to disability; and (b) At a cost that is no more than the regular cost charged to other persons.	Ensure these formats and supports and supports can be provided in a timely manner.		
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.	Communicated to all employees during training.	Under Review	January 1st, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	To be posted on our website. Include notice on certain print materials.	Under Review	January 1st, 2016
13	Emergency Procedures, Plans or Public Safety	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.	Not applicable at this time.	N/A	January 1st, 2012
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.	Continuously review WCAG guidelines to be informed of changes and updates that are required.	Under Review	January 1st, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1st, 2021 All internet websites and web content must conform with

					WCAG 2.0 Level AA, other than: <ul style="list-style-type: none"> • Success criteria 1.2.4 Captions (Live) • Success criteria 1.2.5 Audio Descriptions (Pre-Recorded)
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Part 3 – 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 process.	Determine “how”? Example: “We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs.”		January 1 st , 2016
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 the	May determine a single contact person to handle queries regarding accessibility. Identify barriers: location of interview room, format of tests, room setup, interviewing timelines,		January 1 st , 2016

		provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	supports, paperwork Template – Accessible Interviewing Checklist		
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.	Include in Offer Letter? Include in email sent to successful applicants with Offer Letter?		January 1st, 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.	Include policy in Employee Handbook Cover during Corporate Onboarding		January 1st, 2016
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Cover during Corporate Onboarding		January 1st, 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.	Include updates in Employee Handbook Communicate Updates		January 1st, 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.	Process to be included in employee handbook. Human Resources will work in collaboration with the employee to provide accessible formats that meet the individual needs of the employee.		January 1st, 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.			January 1 st , 2016
27	Workplace Emergency Response Information	27.(1) The 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.	Human Resources will work with the employee requiring individualized emergency response information.		January 1 st , 2012
27		27.(2) If an employee who receives an 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.	Part of process with the employee.		January 1 st , 2012
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.	Part of process with the employee.		January 1 st , 2012
27		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 accommodation needs or plans are reviewed; and (c) When the employer reviews its general emergency response policies.	Part of process with the employee.		January 1 st , 2012
28	Documented Individual	28.(1) Employers, other than employers that are small organizations, shall develop and have in	Currently any employee who requires any type of		January 1 st , 2016

	Accommodation Plans	place a written process for the development of documented individual accommodation plans for employees with disabilities.	accommodation is provided with a documented accommodation plan. The accommodation plan is developed in collaboration with Great West Life, the employee, HR and the employee's acting Physician. Our Employee Handbook also includes a policy on accommodation plans.		
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 is 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 by a other representative from the workplace where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 	<p>Our current accommodation process includes many of these elements.</p> <p>We need to work with our carrier, Great West Life to ensure all of these elements are covered when documenting an accommodation plan.</p> <p>Evaluation by an outside medical or other expert is at the expense of InteleX.</p>		January 1st, 2016

		<p>5. The steps taken to protect the privacy of the employee's personal information.</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 denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan is 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>	<p>We currently have a Return to Work Process working in collaboration with the employee, Great West Life, the employee's physician and HR.</p> <p>All Return to Work Plans are documented and provided to the employee.</p>		January 1st, 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 of 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 Return to Work Process needs to be fully documented to include these elements.</p>		January 1st, 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</p>	<p>Wording to be incorporated in documented Return to Work Process.</p>		January 1st, 2016

		other statute.			
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.	Need to keep individual accommodation plans in mind when developing performance management processes.		January 1st, 2016
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.	Need to keep individual accommodation plans in mind when developing career pathing processes.		January 1st, 2016
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.	Need to keep individual accommodation plans in mind when developing a redeployment process.		January 1st, 2016