

# Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA), 2005 integrated accessibility standards

Revised: December 2020

## Part I – General requirements

Section	Initiative	Description	Action	Status
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 completed, approved and implemented in accordance with legislation  Posted on both internal and external websites	Complete and updated on ongoing basis.
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.	Completed, approved and implemented in accordance with legislation. Will be updated as required.  Posted on website, along with the Customer Service and the IASR Policies	Complete and ongoing.

Section	Initiative	Description	Action	Status
6	Accessibility of POS terminals, applications ('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.	Development of products and devices have regard for accessibility and accessibility needs during development, replacement/renewal	Complete and ongoing
7	Training	<p>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,</p> <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>	Training is provided for all employees, volunteers, and all persons involved in developing policy. Training is updated as required.	Complete and ongoing

**Part II – information and communication standards**

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>
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 for the provision of accessible formats and communications supports, upon request.</p> <p>(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process. ats and communications supports, upon request.</p>	<p>Policy on process and feedback is completed, and implemented in accordance with legislation. Posted on Website.</p> <p>Alternate accessible formats and communications supports available upon request</p>	Complete and ongoing
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 person’s accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p>	<p>Accessible formats and communication supports we will provide to persons with disabilities upon request. Outlined in policy. Posted on Website.</p> <p>Ensure these formats and supports can be provided in a timely manner and at no additional cost</p>	Complete and ongoing
12	Accessible Formats & Communication Supports	<p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>Communicated to employees and management, through training.</p>	Complete and ongoing

Section	Initiative	Description	Action	Status
12	Accessible Formats & Communication Supports	12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Communicated, through our IASR Policy. Posted on Website.	Complete and ongoing
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.	All publicly accessible websites and web content are compliant with WCAG 2.0 accessibility levels in accordance with the Regulations and are increasing to Level AA.	Complete and ongoing

**Part III –Employee standards**

Section	Initiative	Description	Action	Status
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.	Included statement in all job ads.  Statements inclusion to be extended to any employment agencies or vendors utilized during the recruitment process.	Complete and Ongoing Practice
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.  23.(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.	Inform job applicants in job ads, by telephone or email, that they are selected to participate in the assessment or selection process and that accommodations are available upon request.	Complete and Ongoing Practice
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.	Includes verbiage in all offer letters	Complete and Ongoing Practice
25	Informing Employees of Accessibility 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. 25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 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.	Policy is available through our external and internal websites Provide training to all new and existing employees  Train all new employees as part of the orientation process.  Included in process	Complete and Ongoing Practice

Section	Initiative	Description	Action	Status
26	Accessible Formats & Communication Supports for Employees	<p>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,</p> <p>(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.</p>	<p>Provides all departments/teams with additional information regarding this requirement as well as procedures to assist employees when requests are made.</p> <p>Identify generic information available to departments</p> <p>Identify regular communications</p>	Complete and Ongoing Practice
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Employee consulted per policy	Complete and Ongoing Practice
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.	Implement process so that employees with disabilities are provided with a Workplace Emergency Response Plan in their file.	Complete and Ongoing Practice
27		<p>(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.</p> <p>(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.</p> <p>(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 when the employer reviews its general emergency response policies.</p>	<p>Included in process with employee's consent</p> <p>Included in process</p> <p>Included in process</p>	Complete and Ongoing Practice

Section	Initiative	Description	Action	Status
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.	Included in process	Complete and Ongoing Practice
26		<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"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>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.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>	All elements in Section 28(2) included in the documented process.	Complete and Ongoing Practice

Section	Initiative	Description	Action	Status
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>	Included in process	Complete and Ongoing Practice
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>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>	<p>Included in process</p> <p>RTW process will not replace or override any other statute.</p>	Complete and Ongoing Practice
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>Departmental processes are available in alternative formats and that managers understand that performance management/ feedback needs to be available to all employees.</p> <p>Included individual accommodation in considerations</p>	Complete and Ongoing Practice



Section	Initiative	Description	Action	Status
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.	Included individual accommodation in considerations	Complete and Ongoing Practice
29	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.	Included individual accommodation in considerations	Complete and Ongoing Practice

**Part IV.2 – Customer Service Standards**

Section	Initiative	Description	Action	Status
80.46	Policies	<p>(1) 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 that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> <li>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</li> <li>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.</li> <li>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.</li> <li>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.</li> </ol> <p>(3) 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.</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>Policy completed and implemented in accordance with legislation</p> <p>Posted on both internal and external websites</p> <p>Accessibility formats may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Assistive devices;</li> <li>• Enlarged text;</li> <li>• Social Media (text, chat, secure messaging);</li> <li>• Deployment of technical support person;</li> <li>• Communication support either in person or over the phone;</li> </ul>	Complete

Section	Initiative	Description	Action	Status
80.47, 80.48	Service Animals, Notice of Temporary Disruptions	Goods, services or facilities are provided to members of the public or third parties at Moneris' premises, where applicable and required by legislation		Complete
80.49	Training for Staff	<p>(1) every provider shall ensure that 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: (1) Every person who is an employee of, or a volunteer with, the provider; (2) Every person who participates in developing the provider's policies; (3) Every other person who provides goods, services or facilities on behalf of the provider.</p> <p>(2) 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> <ol style="list-style-type: none"> <li>1. How to interact and communicate with persons with various types of disability.</li> <li>2. 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.</li> <li>3. 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.</li> <li>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.</li> </ol>	Training is provided for all employees, volunteers, and all persons involved in developing policy. Training is updated as required.	Complete and Ongoing Practice

Section	Initiative	Description	Action	Status
80.50	Feedback (see also Section 7)	<p>(1) Every provider shall establish a process for receiving and responding to (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p>(2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p> <p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>(4) Every provider shall make information about the feedback process readily available to the public.</p> <p>(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.</p>	<p>Feedback and/or complaints received in relation to the manner in which Moneris provides goods, services or facilities to persons with disabilities, Moneris will address the feedback/complaint in a timely manner such a way that the principles of dignity, independence, integration and equal opportunity are maintained, taking into account each person's accessibility needs.</p>	Complete and Ongoing Practice
80.51	Format of Customer Service Documents	<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.</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>Accessibility formats may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Assistive devices;</li> <li>• Enlarged text;</li> <li>• Social Media (text, chat, secure messaging);</li> <li>• Deployment of technical support person;</li> <li>• Communication support either in person or over the phone;</li> </ul>	Complete and Ongoing Practice