

EMEL Multi-Year Accessibility Plan

Part 1: General Requirements

Initiative	Requirement	Action	Status	Compliance Date
1.1 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 and posted on EMEL external website, internal intranet and Health and Safety boards.	Complete	January 1, 2014
1.2 Accessibility Plans	4. (1) Large organizations shall, <ul style="list-style-type: none"> a) establish, implement, maintain and document a multi-year 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. 	Plan is completed and posted on EMEL external website.	Complete	January 1, 2014

1.3 Training	<p>Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulations and on the Human Rights Code as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> ➤ Assess training needs (e.g., separate training for managers and different levels of employees) ➤ Training will be mandatory ➤ Determine mechanism for managing and tracking completion of training by EMEL current employees and new hires 	Complete/ Ongoing for all new hires	January 1, 2015
1.4 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-serve kiosks.	EMEL does not own self-serve kiosks.	Not Applicable	January 1, 2014

Part 2: Information and Communications Standards

Initiative	Requirement	Action	Status	Compliance Date
2.1 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.	As needed, update current process for requesting accessible formats- including alternative methods of feedback if what is in place or is available doesn't meet the needs of the individual	Complete	January 1, 2015

2.2 Accessible Formats and 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.	IT and Marketing to review accessible formats and communication, technology supports currently available at EMEL	Complete	January 1, 2016
	12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> ➤ Mirvish will consult with the persons in order to provide the best experience ➤ Develop a process for responding to, approving or declining a request 	Complete	January 1, 2016
	12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Incorporate language on website to advise that accessible format may be made available on request	Complete	January 1, 2016
2.3 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.		Not Applicable	January 1, 2012

2.4 Accessible Websites and Web Content	14. (2) 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.	<ul style="list-style-type: none"> ➤ Conduct an assessment of current web functionality to ensure compliance and adequate accessibility features ➤ Ensure IT and Marketing are aware of AODA requirements for existing web content effective Jan 2012 	Complete/on going	<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, other than, - Success criteria 1.2.4 Captions (Live) - Success criteria 1.2.5. Audio Descriptions (Pre-recorded))</p>
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Part 3: Employment Standard

Initiative	Requirement	Action	Status	Compliance Date
3.1 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.	Incorporate language on postings and EMEL website to make applicants (internal/external) aware that in accordance with AODA accommodation is available	Complete	January 1, 2016
3.2 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	Incorporate language in all notifications to applicants for interview (email, letter, phone), that in accordance with AODA	Complete	January 1, 2016

	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.	accommodation is available upon request		
3.3 Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Incorporate accessibility language in offer letter	Complete	January 1, 2016
3.4 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 the job accommodations that take into account an employee's accessibility needs due to disability.	EMEL's accessibility policies, plan and processes will be posted on internal website and Health and Safety boards.	Complete	January 1, 2016
	25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Incorporate accessibility policies and processes during the orientation process	Complete	January 1, 2016
	25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability.	The policy changes are going to be communicated by email and intranet	Complete	January 1, 2016
3.5 Accessible Formats and 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.	Information on availability of accessible format and communication supports and on the process for requesting accessible formats and communication supports will be posted on internal website.	Complete	January 1, 2016
	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Accessibility Request Form is created	Complete	January 1, 2016
3.6 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.	This is been communicated to all current employees and will be communicated for all new hires.	Complete/ Ongoing for all new hires	January 1, 2012
	(2) If an employee who receives individualized workplace emergency response information	This is been communicated to all current employees and will be	Complete	January 1, 2012

	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.	communicated for all new hires.		
	(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.	This is been communicated to all current employees and will be communicated for all new hires.	Complete	January 1, 2012
	(4) Every employer shall review the individualized workplace emergency response information, <ul style="list-style-type: none"> 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. 	This is been communicated to all current employees and will be communicated for all new hires.	Complete	January 1, 2012
3.7 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.	Develop a standard process for the development of individualized accommodation plans	Complete	January 1, 2016
	28. (2) The process for the development of documented individual accommodation plans shall include the following elements: <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 accommodation can be achieved and, if so, 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. 5. The steps taken to protect the privacy of the 		Complete	January 1, 2016

	<p>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 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>			
3.8 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>	Review and update return to work process based on gaps and compliance requirements	Complete	January 1, 2016
	<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 documented individual accommodation plans, as part of the process.</p>		Complete	
3.9 Performance Management	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.	EMEL does not practice Performance Management program	Complete	January 1, 2016
3.10 Career Development and Advancement	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.	EMEL does not practice Career Development and Advancement program	Complete	January 1, 2016
3.11 Redeployment	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.	The procedures are discussed	Complete	January 1, 2016

Part 4: Design of Public Spaces Standard

Initiative	Requirement	Action	Status	Compliance Date
4.1 Recreational Trails and Beach Access Routs	Newly constructed and redeveloped recreational trails and beach access routes must comply with the accessibility requirements in the Design of Public Spaces Standard.	Not applicable	N/A	January 1, 2017
4.2 Outdoor Public Use Eating Areas	Newly constructed and redeveloped outdoor public eating areas must comply with the accessibility requirements in the Design of Public Spaces Standard.	Not applicable	N/A	January 1, 2017
4.3 Outdoor Play Spaces	Newly constructed and redeveloped outdoor play spaces must comply with the accessibility requirements in the Design of Public Spaces Standard.	Not applicable	N/A	January 1, 2017
4.4 Exterior Paths of Travel	Newly constructed and redeveloped exterior paths of travel must comply with the accessibility requirements in the Design of Public Spaces Standard, except where the Building Code applies. "Exterior paths of travel" includes outdoor sidewalks or walkways designed and constructed for pedestrian travel that are intended to serve a functional, not recreational, purpose. But this does not include paths of travel regulated under the Ontario Regulation 350/06 (Building Code) made pursuant to the Building Code Act, 1992	Not applicable	N/A	January 1, 2017
4.5 Accessible Parking	Newly constructed and redeveloped off street and on-street parking spaces must comply with the accessibility requirements in the Design of Public Spaces Standard.	Not applicable	N/A	January 1, 2017
4.6 Service Counters, Fixed Queuing Guides and Waiting Areas	Newly constructed and redeveloped service counters, fixed queuing guides and waiting areas must comply with the accessibility requirements in the Design of Public Spaces Standard.	Not applicable	N/A	January 1, 2017
4.7 Maintenance of Accessible Elements	When EMEL undergoes new construction or a substantial development that requires accessible design as provided under the Design of Public Spaces Standard, procedures must be put in place (i) for preventative and emergency maintenance of the accessible elements, and (ii) for dealing with temporary disruptions when accessible elements required under the Design of Public Spaces Standard are not in working order.	Our organization complies whenever required	Complete	January 1, 2016