



## **Advanis Multi-Year Accessibility Plan**

### **Overview**

Advanis' Multi-Year Accessibility and Accommodation Plan was designed to outline Advanis' efforts and commitment to creating an accessible organization. It was designed in conjunction with the standards put forth by the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians Act, 2005.

This plan contains policies and processes which are either already in place, or are planned to be created and implemented, in the pursuit of accessibility for people with disabilities.

### **Statement of Commitment**

Advanis is committed to the continued practice of providing equal access and participation for persons with disabilities, in a way that is respectful and considerate of their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner by ensuring the removal of barriers to accessibility in the workplace guided by the requirements under Ontario's accessibility laws.

Advanis ensures that all employees, current and potential, are informed about their rights and responsibilities regarding the creation and maintenance of an accessible work environment for persons with disabilities.

# Multi-Year Accessibility and Accommodation Plan

Part 1 - Customer Service		
Accessibility Requirement	Status	Compliance Deadline
<b>1.1 Customer Service Accommodation Policy</b>		
<ol style="list-style-type: none"> <li>Design and implement an Accessible Customer Service Policy that addresses all relevant customer service requirements under the IASR.</li> <li>Provide the required training to all relevant staff and keep records of this training.</li> <li>Create a process for accessible means to provide feedback.</li> </ol>	Complete	January 1 <sup>st</sup> , 2012
<p><b>Strategy: Customer Service</b></p> <ol style="list-style-type: none"> <li>Advanis has designed and implemented an Accessible Customer Service Policy.</li> <li>Employees, contract workers, and volunteers of Advanis have received accessibility training on accessible customer service, work-related accessibility relevant to their responsibilities, and the Ontario Human Rights Code (as it relates to people with disabilities). This training is also part of the onboarding process for new employees.</li> <li>Advanis has created means for providing and responding to feedback which includes various forms of both written and verbal communication methods on a regular basis. We also provide other means of communication based on request, in adherence to information and communication standards outlined in the IASR.</li> </ol>		

Part 2 - General Requirements		
Accessibility Requirement	Status	Compliance Deadline
<b>2.1 Accessibility Policy</b>		
<ol style="list-style-type: none"> <li>Create an accessibility policy which contains a statement of commitment and company-specific accessibility policies which will be made available to the public.</li> </ol>	Complete	January 1 <sup>st</sup> , 2014
<p><b>Strategy: Accessibility Policy</b></p> <ol style="list-style-type: none"> <li>Advanis has created an Accessibility Policy which contains a statement of our commitment to provide an accessible workplace for persons with disabilities, which includes areas regarding training, information and communication, employment, and return to work processes. This policy has been made public on our website and is reviewed and updated as needed.</li> </ol>		
<b>2.2 Multi Year Accessibility Plan</b>		
<ol style="list-style-type: none"> <li>Create a Multi-Year Accessibility Plan to be made available to the public.</li> <li>Ensure alternative methods for delivery of the information in the Multi-Year Accessibility Plan are obtainable upon request.</li> <li>Keep the Multi-Year Accessibility Plan up to date by reviewing and updating it at least</li> </ol>	Complete	January 1 <sup>st</sup> , 2014

once every five years.		
<b>Strategy: Multi-Year Accessibility Plan</b>		
<ol style="list-style-type: none"> <li>1. All applicable IASR requirements for private sector businesses with 50+ employees in Ontario have been reviewed to compile a comprehensive Accessibility and Accommodation plan.</li> <li>2. Requests for alternative methods for delivery of this information contained in this plan will be accommodated to the best of our ability by consulting with the requestor to determine the best method for them.</li> <li>3. The Multi-Year Accessibility Plan will be reviewed and updated as required, or at least once every five years following its release/last update.</li> </ol>		
<b>2.3 Training</b>		
<ol style="list-style-type: none"> <li>1. Train all relevant employees, contract workers, and volunteers in applicable accessibility training as outlined by the IASR requirements and the Human Rights Code as it pertains to people with disabilities.</li> <li>2. Maintain records of this training which needs to include the type of training, how it was delivered, and how many people took the training.</li> </ol>	Complete	January 1 <sup>st</sup> , 2015
<b>Strategy: Training</b>		
<ol style="list-style-type: none"> <li>1. Employees, contract workers, and volunteers of Advanis have received accessibility training on accessible customer service, work-related accessibility relevant to their responsibilities, and the Ontario Human Rights Code (as it relates to people with disabilities). This training is also part of the onboarding process for new employees.</li> <li>2. Advanis maintains training records for all completed training.</li> </ol>		

<b>Part 3 - Information and Communications Requirements</b>		
<b>Accessibility Requirement</b>	<b>Status</b>	<b>Compliance Deadline</b>
<b>3.1 Accessible Formats, Communication Supports, and Tools</b>		
<ol style="list-style-type: none"> <li>1. Be able to provide materials in accessible formats and/or use communication supports (where necessary) for people with disabilities, upon request. Have a process for formats and supports that are not readily available.</li> <li>2. Notify employees and the public of the option for accessible formats and/or communication supports.</li> <li>3. Be familiar with tools designed to make information accessible to persons with disabilities</li> </ol>	Complete	January 1 <sup>st</sup> , 2012

<b>Strategy: Accessible Formats, Communication Supports, and Tools</b>		
<ol style="list-style-type: none"> <li>1. Advanis has reviewed the delivery methods of each department of our organization to determine current delivery methods available for clients and the public, and provide resources if more methods of delivery or communication support are required.</li> <li>2. Advanis will ensure that all requests for alternative communication or delivery of information are handled in a timely and appropriate manner.</li> <li>3. Notices of the availability of alternative methods of communication or information delivery will be posted and made available to both staff members and the public.</li> <li>4. All relevant employees, contract workers, and volunteers have been trained in the operation and safe handling of any and all tools used by Advanis to make information more accessible (i.e. structured electronic files, screen reading software, etc.)</li> </ol>		
<b>3.2 Feedback Formats</b>		
1. Be able to receive feedback in many ways to improve the communication of information between our company and persons with disabilities.	Complete	January 1, 2012
<b>Strategy: Feedback Formats</b>		
1. Advanis will continue to accept and provide feedback/responses in multiple mediums (i.e. written letters, e-mail, phone calls, etc.) to allow for the accessibility of information and communication for persons with disabilities.		
<b>3.3 Website and Content Accessibility</b>		
<ol style="list-style-type: none"> <li>1. New public websites, significantly refreshed websites, and any web content must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A.</li> <li>2. All public websites and web content posted after January 1, 2012, must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) (By January 1<sup>st</sup>, 2021)</li> </ol>	Ongoing	January 1 <sup>st</sup> , 2014
<b>Strategy: Website and Content Accessibility</b>		
<ol style="list-style-type: none"> <li>1. Advanis will meet the standard requirements for WCAG 2.0 Level A.</li> <li>2. Advanis will work to improve our website to remain up to date for WCAG 2.0 Level AA.</li> </ol>		

<b>Part 4 – Employment Standards</b>		
<b>Accessibility Requirement</b>	<b>Status</b>	<b>Compliance Deadline</b>
<b>4.1 Recruitment, Assessment, and Selection Process</b>		
<ol style="list-style-type: none"> <li>1. Have a statement available to employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.</li> <li>2. Notify employees and the public that we will accommodate the needs of people with disabilities in our hiring process</li> </ol>	Complete	January 1 <sup>st</sup> , 2016

<b>Strategy: Recruitment, Assessment, and Selection Process</b>		
<ol style="list-style-type: none"> <li>1. Advanis has developed a statement which can be made available to employees and the public explaining the availability of accommodations upon request during the recruitment, assessment, and selection process.</li> <li>2. Advanis employees and applicants are notified about the availability of accommodation upon request during the recruiting, assessing, and selecting processes.</li> </ol>		
<b>4.2 Letters of Offer to Successful Applicants</b>		
1. Notify successful applicants of our policies for accommodating employees with disabilities when you make offers of employment.	Complete	January 1 <sup>st</sup> , 2016
<b>Strategy: Letters of Offer to Successful Applicants</b>		
1. Advanis provides notification to successful applicants of our policy for accommodation for any people with disabilities.		
<b>4.3 Current Employees and Volunteers</b>		
<ol style="list-style-type: none"> <li>1. Inform employees of policies used to support employees with disabilities, including those on the provision of job accommodation.</li> <li>2. Provide workplace information in an accessible format if an employee asks for it.</li> <li>3. Provide updated information to your employees about the policies used to support employees with disabilities, including those on the provision of job accommodations.</li> </ol>	Complete	January 1 <sup>st</sup> , 2016
<b>Strategy: Current Employees and Volunteers</b>		
<ol style="list-style-type: none"> <li>1. Advanis informs all employees of policies used to support persons with disabilities. These policies are accessible to employees on the company's intranet.</li> <li>2. Advanis will provide accessible formatting by request for any employee with a disability. We will consult and work with the employee to determine and develop the most suitable method of accessibility.</li> <li>3. Employees must review policies at least once annually.</li> </ol>		
<b>4.4 Talent and Performance Management</b>		
<ol style="list-style-type: none"> <li>1. Provide employees with accessible formats for formal and informal performance reviews when requested.</li> <li>2. Consider the needs of an employee with disabilities when promoting or moving them to a new position.</li> </ol>	Complete	January 1 <sup>st</sup> , 2016

<b>Strategy: Talent and Performance Management</b>		
<ol style="list-style-type: none"> <li>1. Advanis has varying performance management and career development processes which are run and maintained by their respective departments. In each of these departments, when requested, an employee with disabilities can receive their performance review or career development in an accessible format and/or use communication support.</li> <li>2. When promoting or moving an employee within Advanis, we will take into account the needs of the employee with disabilities and work with them to find a suitable solution for their accessibility needs.</li> </ol>		
<b>4.5 Return to Work Process</b>		
1. Have a return-to-work process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.	Complete	January 1 <sup>st</sup> , 2016
<b>Strategy: Return to Work Process</b>		
<ol style="list-style-type: none"> <li>1. Advanis has created a return-to-work process using IASR guidelines that ensures each return-to-work accommodation plan is treated equally and that proper records can be maintained.</li> <li>2. Employees with disabilities who have been absent from work due to their disability and require disability-related accommodations to return to work will work with our Human Resources and relevant departments to ensure that their return to work has everything they need to return safely and comfortably.</li> </ol>		
<b>4.6 Workplace Emergency Response Information</b>		
1. Provide accessible formats of emergency and public safety information on request. This includes plans, procedures, maps, signs, routes, etc.	Complete	January 1 <sup>st</sup> , 2012
<b>Strategy: Workplace Emergency Response Information</b>		
1. Advanis will provide accessibly formatted workplace emergency response information when requested by any employee with disabilities.		
<b>4.7 Documented Individual Accommodation Plans</b>		
<ol style="list-style-type: none"> <li>1. Provide individualized emergency response information to the employee.</li> <li>2. Get the employee's consent and then share this information with a designated person who will be assigned to help them in an emergency.</li> <li>3. Review the employees' emergency response information when a) they change work locations; b) their overall accommodation needs are reviewed; or c) the organization's general emergency response policies are reviewed/changed.</li> </ol>	Complete	January 1 <sup>st</sup> , 2012

***Strategy: Documented Individual Accommodation Plans***

1. If an employee with a disability makes it known that they have a disability, Advanis will ask if they require assistance in an emergency and develop a documented individual accommodation plan that details what their needs are in case of an emergency.
2. For employees with a documented individual accommodation plan, with consent, their information will be given to our designated emergency response person (or another more accessible employee willing to assist) who can make sure they receive the proper assistance in an emergency.

Advanis will review employees' individual accommodation plans when a) they change work locations; b) their overall accommodation needs are reviewed; or c) the organization's general emergency response policies are reviewed/changed.