

## Multi-year Accessibility Plan

### Overview

HRdownloads' Multi-year Accessibility Plan is intended to outline and identify the policies, processes, and plans the company currently has in place, is in the process of developing or implementing, or intends to develop or implement in response to the requirements established by the *Integrated Accessibility Standards Regulation* (IASR).

HRdownloads will review and update this plan at least once every five years or more frequently if required.

### Statement of Commitment

HRdownloads believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations, and we strive to meet the needs of individuals with disabilities in a timely and effective manner.

Questions or concerns regarding HRdownloads' Accessibility Policy and Multi-year Accessibility Plan should be directed to human resources or submitted through the company's AODA feedback process.

To access our Multi-year Accessibility Plan, please [click here](#).

To access our feedback process, please [click here](#).

## Multi-year Accessibility Plan: 2019 to 2024

Accessibility Requirement	Status	Compliance Deadline	Responsibility
<b>Customer Service</b>			
<p><i>Accessible Customer Service Policy</i></p> <ol style="list-style-type: none"> <li>1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</li> <li>2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of HRdownloads who may provide assistance to the public. Provide training to all new staff.</li> <li>3. Develop and make public a process for receiving and responding to feedback from customers with disabilities.</li> </ol>	Completed/Ongoing	2012-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. HRdownloads has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR department.</li> <li>2. Online training as well as a refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training* within their first week of employment with the company. Certification and record of completed training are retained by the company's online training portal.</li> <li>3. HRdownloads has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process includes multiple means for receiving feedback, including by phone, TTY, in-person, by e-mail, and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process.</li> </ol> <p><i>* Alternative formats of the AODA Customer Service Training are also available upon request, including in-person presentations.</i></p>			

Part I: General Requirements			
<p><i>Accessibility Policies</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a statement of commitment.</li> <li>2. Develop and implement company-specific accessibility policies.</li> </ol>	<p>Completed/Ongoing</p>	<p>2014-01-01</p>	<p>Human resources</p>
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. HRdownloads has created and made public a statement of commitment. The statement of commitment is located on the company's website and in the reception area of our office.</li> <li>2. HRdownloads' policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required policies have been created, are reviewed annually, and provided to all new hires upon hire.</li> <li>3. Additional policies and documents have been created to support internal processes, including Return to Work Policy, Individualized Employee Accommodation Planning Process, Individualized Employee Accommodation Plan, and Workplace Emergency Response Information Plan. * <i>Alternative formats of all policies will be made available upon request.</i></li> </ol>			
<p><i>Multi-year Accessibility Plan</i></p> <ol style="list-style-type: none"> <li>1. Create and make public a multi-year accessibility plan.</li> <li>2. Provide the plan in accessible formats upon request.</li> <li>3. Review the plan every five years.</li> </ol>	<p>Completed/Ongoing</p>	<p>2014-01-01</p>	<p>Human resources</p>
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures, and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public.</li> <li>2. Requests for accessible formats of this document will be forwarded to the HR manager, who will work with the individual to determine the most suitable format.</li> <li>3. This plan will be amended as required and will be reviewed fully by January 1, 2019, and every five years thereafter.</li> </ol>			

<p><i>Training</i></p> <p>1. Train all employees, including contract and unpaid mentees or interns on applicable IASR requirements and the organization's responsibilities under the Ontario <i>Human Rights Code</i> (as it pertains to persons with disabilities).</p>	<p>Completed/Ongoing</p>	<p>2015-01-01</p>	<p>Human resources</p>
<p><i>HRdownloads Action Plan</i></p> <p>1. Training* for new employees is delivered via two online training modules covering all applicable content as required under the IASR:</p> <ul style="list-style-type: none"> <li>a. AODA Customer Service Standards Training; and</li> <li>b. Understanding Human Rights Training (AODA edition).</li> </ul> <p>2. Before January 1, 2015, all current employees will complete the IASR and <i>Human Rights Code</i> training with HR.</p> <p>3. As of January 1, 2015, all new employees (including contract and unpaid positions) must complete the above training as part of their orientation with the company. The HR manager is responsible for assigning online training and tracking completion.*</p> <p>4. Certification and record of completed training is retained via the company's online training portal.</p> <p>* Training will also be made available via alternate formats, including in-person presentation, as requested.</p>			
<p><b>Part II: Information and Communication Standards</b></p>			
<p><i>Accessible Websites and Web Content</i></p> <p>1. Ensure website and web content published after January 1, 2012, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.</p>	<p>Completed/Ongoing</p>	<p>2014-01-01</p>	<p>IT department and IT manager</p>
<p><i>HRdownloads Action Plan</i></p> <p>1. To date, HRdownloads' public website and its content meet all requirements under the WCAG 2.0 level A.</p> <p>2. HRdownloads' IT department is fully aware of WCAG requirements and will ensure all new content and any substantial refreshes to the site conform to established guidelines.</p> <p>3. HRdownloads provides and will continue to provide all online training content with closed captioning functionality which ensures the accessibility of our online content.</p>			

<p><i>Feedback</i></p> <ol style="list-style-type: none"> <li>1. Upon request, be able to receive and respond to feedback from clients, individuals inquiring about HRdownloads, our employees, and members of the public who have a disability.</li> </ol>	Completed	2015-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Currently HRdownloads can facilitate requests via the phone, TTY, e-mail, and mail (enlarged text available).</li> <li>2. As feedback may be received by various departments and personnel at HRdownloads, including reception and customer service, training on how to receive and respond to accessible feedback requests has been developed and delivered based on the different positions within the company.</li> <li>3. Receiving and responding to feedback is included in all new hire orientations where the position frequently receives and responds to requests.</li> <li>4. All other employees will be notified as to the internal party to whom they should direct any accessible feedback requests.</li> </ol>			
<p><i>Accessible Formats and Communication Supports</i></p> <ol style="list-style-type: none"> <li>1. Upon request, provide accessible formats and communication supports to individuals with disabilities.</li> <li>2. Notify the public of the availability of accessible formats and communication supports.</li> <li>3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.</li> </ol>	Ongoing	2016-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Clients and the public may submit a complaint or inquiry through the company feedback form.</li> <li>2. Have employees forwarded requests to the HR manager, who will arrange for a suitable and alternative format or communication support.</li> <li>3. Make public HRdownloads' ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.</li> </ol>			

<b>Part III: Employment Standards</b>			
<p><i>Workplace Emergency Response Information</i></p> <ol style="list-style-type: none"> <li>1. Create and implement individualized plans to assist employees with disabilities during an emergency.</li> <li>2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</li> <li>3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents and direction as soon as practicable following the receipt of the request or becoming aware of the need for an individualized plan.</li> <li>4. Review the individualized plan and information:               <ol style="list-style-type: none"> <li>a. When the employee moves to a different location in the office;</li> <li>b. When the employee's overall accommodation needs and plan are reviewed; and</li> <li>c. When the company reviews its general emergency response policies.</li> </ol> </li> </ol>	Ongoing (based on employee needs)	2012-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, the General Information Form has been amended to allow employees to identify emergency planning requirements. Additionally, this is reiterated in first-day onboarding, and again through online training.</li> <li>2. The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.</li> <li>3. The process and policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.</li> <li>4. Individualized emergency plans include the requirement that the plan be reviewed:               <ol style="list-style-type: none"> <li>a. If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);</li> <li>b. On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (for example, once every six months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and</li> <li>c. When the company amends its emergency response or evacuation procedures.</li> </ol> </li> </ol>			
<p><i>Documented Individual Accommodation Plans</i></p> <ol style="list-style-type: none"> <li>1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.</li> </ol>	Ongoing	2016-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. HRdownloads has developed and implemented a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan includes the following elements:</li> </ol>			

- a) How an employee requesting accommodation can participate in the development of the accommodation plan:
  - i. HRdownloads will endeavour to ensure the employee can actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee before the development of the plan.
- b) How the employee is assessed on an individual basis.
- c) How HRdownloads can request the participation of a representative from the company in the development of the accommodation plan.
- d) The steps that will be taken to protect the privacy of the employee's personal information:
  - i. The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals who will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.
- e) How often the individual accommodation plan will be reviewed and updated and how it will be done.
- f) An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee:
  - i. Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities.
- g) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability:
  - i. Accommodation plan documents will be made available in accessible formats.
- h) The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed if such supports are required by the employee.
- i) The accommodation plan will also include an emergency response and evacuation plan if required by the employee.
- j) The accommodation plan will include a section outlining additional accommodations that are required.

<p><i>Recruitment, Assessment, and Selection</i></p> <ol style="list-style-type: none"> <li>1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes.</li> <li>2. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and processes used by HRdownloads.</li> <li>3. If a job applicant requests accommodation, consult with the individual and make adjustments to best suit their needs.</li> <li>4. Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ol>	Ongoing	2016-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. HRdownloads has an accessibility statement posted on our online careers page notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. As not all applicants apply through our careers page, this statement is also included on job postings to ensure that it is properly communicated to all potential applicants.</li> <li>2. Successful applicants will be informed of the availability of accommodations relating to HRdownloads' selection and assessment processes upon initial contact from the hiring manager or recruiter:</li> </ol>			

- a. All assessment methods used by the company will be reviewed and alternates developed to facilitate accessibility requests;
  - b. When updating or amending assessment or selection methods, an assessment will be conducted to identify potential barriers and alternative and accessible formats will be developed; and
  - c. Any accommodation request pertaining to the company's selection or assessment methods that cannot be met with current alternate formats will be forwarded to the HR manager, who will work with the individual to develop an acceptable alternative.
3. When scheduling interviews, HRdownloads will include a statement in all e-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the hiring manager or recruiter of any necessary accommodations.
  4. Internal accessibility policies will be provided to all new hires as part of their orientation package. Alternative formats of the policy will be made available upon request.



<p><i>Accessible Formats and Communication Supports for Employees</i></p> <ol style="list-style-type: none"> <li>1. Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:             <ol style="list-style-type: none"> <li>a. Information that is needed in order to perform the employee's job; and</li> <li>b. Information that is generally available to employees in the workplace.</li> </ol> </li> <li>2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format or communication support.</li> </ol>	Ongoing	2015-01-01	Human resources and department managers
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. The availability of accessible formats and communication supports has been communicated to all employees upon hire. HRdownloads has completed a review of information that is provided to employees and how it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions, whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Before providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports are requested to notify HR so that alternate arrangements may be made.</li> <li>2. Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information (for example, the employee's manager, supervisor, or team lead) to deliver a suitable accessible format or communication support. Before involving the employee's supervisor, manager, or team lead, consent will be obtained from the employee.</li> </ol>			
<p><i>Information for Employees</i></p> <ol style="list-style-type: none"> <li>1. Communicate the company's policy on accommodating employees with disabilities to all staff members.</li> <li>2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</li> </ol>	Ongoing	2016-01-01	Human resources
<p><i>HRdownloads Action Plan</i></p> <ol style="list-style-type: none"> <li>1. HRdownloads' Accommodation Policy was developed and has been made available to employees electronically and on the company's health and safety bulletin boards.</li> <li>2. All new hires are provided with the relevant company policies in their new hire package. Policies address how HRdownloads will support employees with disabilities, including emergency planning and responses, accessible formats and communication supports, as well as accessible performance management, career development, and job change processes.</li> <li>3. Ensure that all employees are informed of changes to the relevant policies as they occur. Changes will be communicated via our online platform.</li> </ol>			
<p><i>Processes to Accommodate Employees and Return-to-Work Process</i></p> <ul style="list-style-type: none"> <li>• Create a process to develop accommodation plans and return-to-work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</li> </ul>	Ongoing	2016-01-01	Human resources
<p><i>HRdownloads Action Plan</i></p> <ul style="list-style-type: none"> <li>• Use updated forms to ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with RTW processes.</li> <li>• Forms and associated process documentation will be reviewed and updated as required.</li> </ul>			

<p><i>Accessible Performance Management, Career Development, and Job Changes</i></p> <ul style="list-style-type: none"> <li>Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li> </ul>	Ongoing	2016-01-01	Human resources
<p><i>HRdownloads Action Plan</i></p> <ul style="list-style-type: none"> <li>Continually evaluate HRdownloads' performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible.</li> </ul>			
<p><i>Redeployment</i></p> <ul style="list-style-type: none"> <li>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>	Ongoing	2016-01-01	Human resources
<p><i>HRdownloads Action Plan</i></p> <ul style="list-style-type: none"> <li>As part of the redeployment process, HRdownloads will incorporate the accessibility needs and accommodation plans of any employee who is being redeployed to an alternate position or department. The HR department will oversee the redeployment process; however, new or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</li> </ul>			