



AODA – Multi-Year Accessibility Policies and Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

Zip Signs has implemented a 2014 to 2019 Accessibility Plan outlining the policies and actions that we will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#).

Statement of Commitment

Zip Signs Ltd. is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005), and its associated standards and regulations.

Zip Signs Ltd. understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Zip Signs Ltd. is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact me at any time.

Sincerely,

Francine Bennink

Director of Human Resources, Health & Safety Coordinator

P. 905 332 8332, ext. 299 | E. franbennink@zipsigns.com

Address 5040 North Service Road, Burlington, Ontario, L7L 5R5

www.zipsigns.com



Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Redeployment](#)
- I. [Review](#)



A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

Establishment of Accessibility Policies and Plans

Zip Signs Ltd. will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Zip Signs Ltd. will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Zip Signs Ltd. will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Zip Signs Ltd. will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities. This updated plan will be posted on our website. If requested, it shall be created in an accessible format.

Training Requirements

Zip Signs Ltd. will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Zip Signs Ltd.'s policies, and all other persons who provide goods, services or facilities on behalf of Zip Signs Ltd.

Training will be provided as soon as is reasonably practicable, but no later than January 1, 2015. Training will be provided on an ongoing basis to new employees and as changes to Zip Signs Ltd.'s accessibility policies occur.

Records

Zip Signs Ltd. will maintain records on the training provided, when it was provided and the number of employees that were trained.

B. Recruitment, Assessment and Selection

Zip Signs Ltd. will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. This will be included on ALL job postings on or after January 1, 2016 and will also be incorporated into all phone screening, phone interviews, in-person interviews and job offers. Where an accommodation is requested, Zip Signs Ltd. will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Zip Signs Ltd.'s policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Zip Signs Ltd. will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.



If an employee with a disability requests it, Zip Signs Ltd. will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Zip Signs Ltd. will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, Zip Signs Ltd. will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Zip Signs Ltd. reviews general emergency response policies.

E. Documented Individual Accommodation Plans

Zip Signs Ltd. must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Performance Management and Career Development and Advancement

Zip Signs Ltd. will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

G. Return to Work

Zip Signs Ltd. will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Zip Signs Ltd. will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).



H. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of Zip Signs Ltd.'s current practices as well as legislative requirements.



Plan

General Requirements		
Establishment of Accessibility Policies		Compliance Deadline: Jan. 1, 2014
Current Barriers:	<ul style="list-style-type: none"> • None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Already completed 	
Potential Future Barriers:	<ul style="list-style-type: none"> • None. Updated Plans required by Jan. 1, 2019 	
Training on IASR and the Human Rights Code		Compliance Deadline: Jan. 1, 2015
Current Barriers:	<ul style="list-style-type: none"> • None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Use training module provided on HRC website. Send link to employees with web access. Show module in group setting to employees without regular web access. Add to New Hire Orientation. 	
Potential Future Barriers:	<ul style="list-style-type: none"> • None 	
Information and Communications Standard		
Feedback Process		Compliance Deadline: Jan. 1, 2015
Current Barriers:	<ul style="list-style-type: none"> • None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> • N/A Zip does not currently have processes in place to receive and respond to feedback. However, we have published a statement to cover general, unsolicited feedback to ensure accessibility. 	
Potential Future Barriers:	<ul style="list-style-type: none"> • Adding a more formal feedback process may necessitate changes to the policy. For example, should we institute customer satisfaction follow-up calls, we may need to incorporate requirements. Similarly, should we institute employee surveys, the same need may apply. 	
Accessible Formats and Communication Supports		Compliance Deadline: Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Post with statement of commitment at Reception and on our website 	
Potential Future Barriers:	<ul style="list-style-type: none"> • Ensuring new hires are aware of our obligations and direct requests to the appropriate people 	
All websites and web content		Compliance Deadline: Jan. 1, 2021



Current Barriers:	<ul style="list-style-type: none"> N/A
Plan to Meet Requirements:	<ul style="list-style-type: none"> 5-year plan starting in 2016 to begin working with IT provider
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown at this time. Possibly cost.

Employment Standard		
Recruitment, Assessment, Selection and Notice Processes	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> Policy draft started, will be completed and implemented for deadline 	
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 	
Informing Employees of Supports	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> Policy draft started, will be completed and implemented for deadline 	
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 	
Accessible Formats and Communication Supports for Employees	Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> None 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> Policy draft started, will be completed and implemented for deadline 	
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 	
Workplace Emergency Response Information	Compliance Deadline:	Jan. 1, 2012
Current Barriers:	<ul style="list-style-type: none"> Already Completed 	
Plan to Meet Requirements:	<ul style="list-style-type: none"> N/A 	
Potential Future Barriers:	<ul style="list-style-type: none"> N/A 	



Documented Individual Accommodation Plans		Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Policy draft started, will be completed and implemented for deadline 		
Potential Future Barriers:	<ul style="list-style-type: none"> • Unknown 		
Return To Work Process		Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Policy draft started, will be completed and implemented for deadline 		
Potential Future Barriers:	<ul style="list-style-type: none"> • Unknown 		
Performance Management Process		Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Policy draft started, will be completed and implemented for deadline 		
Potential Future Barriers:	<ul style="list-style-type: none"> • Unknown 		
Career Development And Advancement		Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Policy draft started, will be completed and implemented for deadline 		
Potential Future Barriers:	<ul style="list-style-type: none"> • Unknown 		
Redeployment		Compliance Deadline:	Jan. 1, 2016
Current Barriers:	<ul style="list-style-type: none"> • None 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> • Policy draft started, will be completed and implemented for deadline 		
Potential Future Barriers:	<ul style="list-style-type: none"> • Unknown 		

Design of Public Spaces (Accessibility Standards for the Built Environment)	
Current Barriers:	<ul style="list-style-type: none"> • N/A See note. No new construction or redevelopment planned at this time.



Plan to Meet Requirements:	•
Potential Future Barriers:	• Any new construction or redevelopment must incorporate accessibility legislation. We would need to confirm with contractor that these items are already reflected in building code(s) for any such projects.

This standard applies to public spaces that are newly constructed or redeveloped on and after the timelines established in legislation. Unplanned changes to existing public spaces to meet the standard are not required (includes emergency repairs or forced changes that were not anticipated or planned for in advance).

Review and Update

This document was created on January 1, 2014 and must be reviewed and updated by January 1, 2019.