



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

Intent

Zip Signs has implemented a 2023 to 2028 Accessibility Plan outlining the policies and actions that we have 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 our Human Resources Department.

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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.

Mobility Aid – A device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – A cane, walker, or similar aid.

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 to accommodate employees' abilities.

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 the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows.

Established Accessibility Policies and Plans

Zip Signs Ltd. has developed, implemented, and maintained policies governing how it has achieved accessibility through policy and plan requirements.

Zip Signs Ltd. has a Statement of its Commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format upon request and posted on our website.

Zip Signs Ltd. has established, implemented, maintained, and documented a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans are available in an accessible format upon request and posted on our website.

Zip Signs Ltd. reviews and updates its accessibility plan once every five (5) years and in consultation with people with disabilities. The updated plan is posted on our website and if requested, 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 people who provide goods, services, or facilities on behalf of Zip Signs Ltd.

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. maintains records of the training provided, when it was provided and the number of employees that were trained.

B. Recruitment, Assessment and Selection

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

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

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C. Accessible Formats and Communication Supports for Employees

Zip Signs Ltd. ensures 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 to perform his/her job; and
- Information that is 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. has developed written processes for documenting individual accommodation plans for employees with disabilities. The accommodation plans include these specific elements:

- 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. has developed and implemented a return-to-work process for employees who are absent from work due to a disability and require disability-related accommodation(s) to return to work.

The return-to-work process outlines the steps Zip Signs Ltd. has taken to facilitate the employees' 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 considered 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.

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Plan

General Requirements		
Establishment of Accessibility Policies		Compliance Deadline: Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 	
Requirements:	<ul style="list-style-type: none"> Already completed 	
Potential Future Barriers:	<ul style="list-style-type: none"> None 	
Training on IASR and the Human Rights Code		Compliance Deadline: Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 	
Requirements:	<ul style="list-style-type: none"> New Hire Orientation and Updates: AODA: http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda Training module highlights: The Code Understanding the Duty to Accommodate Applying Human Rights and Principles Compliance and Enforcement 	
Potential Future Barriers:	<ul style="list-style-type: none"> None 	
Information and Communications Standard		
Feedback Process		Compliance Deadline: Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 	
Requirements:	<ul style="list-style-type: none"> Zip has a Customer Feedback Form for people to provide feedback and any concerns will be addressed by Human Resources. We also published a statement to cover general, unsolicited feedback to ensure accessibility. 	
Potential Future Barriers:	<ul style="list-style-type: none"> None 	
Accessible Formats and Communication Supports		Compliance Deadline: Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 	
Requirements:	<ul style="list-style-type: none"> Statement of Commitment posted at Reception and on our website. 	

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Potential Future Barriers:	<ul style="list-style-type: none"> New hires are aware of our obligations and direct their requests to the appropriate people. 		
All websites and web content		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> 5-year plan updated Dec. 31, 2023 		
Potential Future Barriers:	<ul style="list-style-type: none"> None 		

Employment Standard			
Recruitment, Assessment, Selection and Notice Processes		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Informing Employees of Supports		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Accessible Formats and Communication Supports for Employees		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Workplace Emergency Response Information		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> Already Completed 		

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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:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Return To Work Process		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Performance Management Process		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Career Development and Advancement		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		
Redeployment		Compliance Deadline:	Dec. 31, 2023
Current Barriers:	<ul style="list-style-type: none"> None 		
Requirements:	<ul style="list-style-type: none"> Policy completed and implemented 		
Potential Future Barriers:	<ul style="list-style-type: none"> Unknown 		

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Design of Public Spaces (Accessibility Standards for the Built Environment)	
Current Barriers:	<ul style="list-style-type: none">• N/A No new construction or redevelopment planned at this time.
Requirements:	<ul style="list-style-type: none">• None
Potential Future Barriers:	<ul style="list-style-type: none">• Any new construction or redevelopment must incorporate accessibility legislation. We would 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, 2023, and must be reviewed and updated by January 1, 2028.