
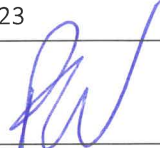

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	TITLE: AODA – MULTI-YEAR ACCESSIBILITY PLAN		Revision No.: 2.0
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Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Government of Ontario has developed a phased-in approach to reaching its objective of making the province of Ontario fully accessible by 2025. This multi-year accessibility plan outlines the actions that WSI/King will take in order to meet the requirements under the AODA and its regulations.

Statement of Commitment

WSI/King is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

WSI/King is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing, and preventing barriers to people with disabilities that might interfere with their ability to interact with WSI/King.

WSI/King is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion.

Feedback

We appreciate your feedback on accessibility as it relates to how we provide our goods and services to the people that we serve. Your feedback is important to helping us improve accessible services at WSI/King. Feedback can be provided in person or by mail to WSI/King at 31 Simpson Road, Bolton, ON, L7E 2R6, via phone at (905) 857-8044 or via email to HRinfo@WSISign.com.

Multi-Year Accessibility Plan

WSI/King's multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Integrated Accessibility Standard Regulation (IASR).

Initiative	IASR Requirement	Action	Target Date	Status
Part 1. General Requirements				
Establishment of Accessibility Policies	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. Upon request, provide the document in an assessable format.	<ul style="list-style-type: none"> • Develop, implement, and maintain Accessibility and Customer Service policies. • Policies include corporate statement of organizational commitment to meet accessibility needs of persons with disabilities. • Policies shall be available to the public, and available in an accessible format, upon request 	January 2014	Completed February 2016
Accessibility Plans	Large organizations shall, a) establish, implement, maintain, and document a multi-year accessibility 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.	<ul style="list-style-type: none"> • Establish, implement, and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers. • Post multi-year plan on website. • Review and update plan every 5 years. • Management to identify barriers in the workplace on an ongoing basis. HR and Safety will review the plan periodically and make changes as needed. 	January 2014	Completed February 2016
Procuring or acquiring goods, services or facilities	Designated public sector organizations shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Not applicable	N/A	N/A

Self-Service Kiosks	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks.	Not applicable	N/A	N/A
Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: (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"> All staff receive mandatory training on the IASR requirements and on the Human Rights Code as these pertain to persons with disabilities, as well as customer service training related to the provision of goods or services to the public and other third parties when applicable to the job. Training shall be provided to new hires and on an ongoing basis, as policies are updated. Keep a record of training as it is completed, to ensure all staff have been trained and are re-trained if there are changes to our accessibility policies 	January 2015	Completed April 2016 and on-going
Part 2. Information And Communications Standards				
Feedback	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.	Review all feedback processes across the company and ensure all staff are aware of the need to accommodate upon request and how to handle said requests. This will be integrated into the training and in the IASR Policy.	January 2015	Completed April 2016
Accessible Formats and Communication Supports	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	Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request.	January 2016	Completed April 2016 and on-going

	<p>charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>			
Emergency Procedures, Plans or Public Safety Information	<p>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.</p>	<p>N/A - Organizations are not required to develop or create new emergency or public safety information.</p> <p>Further, organizations are not required to convert this information into accessible formats or provide communication support if they do not share the information publicly. Some organizations have confidential internal plans, such as those for security lockdowns that are not shared publicly.</p>	N/A	N/A
Accessible Websites and Web Content	<p>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.</p> <p>1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>2. By January 1, 2021, all internet websites and web content must conform to WCAG 2.0 Level AA, other than: success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p>	<ul style="list-style-type: none"> Make internet websites and web content conform with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. 	<p>January 2014 – WCAG 2.0 Level A</p> <p>January 2021 – WCAG 2.0 Level AA</p>	<p>Completed</p> <p>Jan 2014</p>

Part 3. Employment Standards

<p>Recruitment, General</p>	<p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<ul style="list-style-type: none"> • WSI/King will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including a statement that accommodation is available through the recruitment process in every job posting, whether such posting is made internally or externally. • WSI/King will also include the statement: “We are committed to providing accommodation for persons with disabilities. If you require accommodation, we will work with you to meet your needs throughout the recruitment process.” on our external internet website under the "Careers" section 	<p>January 2016</p>	<p>Completed April 2016 Website updated on November 2023</p>
<p>Recruitment, Assessment or Selection process</p>	<p>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 request in relation to the materials or processes to be used.</p> <p>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.</p>	<ul style="list-style-type: none"> • WSI/ King shall determine how to notify applicants – telephone, email, letter or other alternative means -- that takes into account their need for accommodation. WSI/King will identify barriers in the recruitment process including location of interview room, format of tests (if applicable), room set up for interviewee, interviewing timelines, supports and paperwork. WSI/King will develop interview guidelines that takes into account accommodation for persons with disabilities. 	<p>January 2016</p>	<p>Completed April 2016 and ongoing</p>

<p>Notice to Successful Applicants</p>	<p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> When making offers of employment, WSI/King will notify the successful applicant of its policies for accommodating employees with disabilities by including a statement outlining its policies for accommodating employees in the offer letter or employment contract. 	<p>January 2016</p>	<p>Completed April 2016</p>
<p>Informing Employees of Supports</p>	<p>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 job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. New hires will be provided with accessibility policies and training as a part of the onboarding process. WSI/King will keep employees up to date on changes to policies/ procedures relating to accommodation. 	<p>January 2016</p>	<p>Completed April 2016</p>
<p>Accessible Formats & Communication Supports for Employees</p>	<p>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</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> WSI/King will review which employees will require support and ensure that their accessibility needs are met through an individualized accessibility plan. 	<p>January 2016</p>	<p>Completed April 2016 and ongoing</p>

<p>Workplace Emergency Response Information</p>	<p>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.</p> <p>If an employee who receives individualized workplace emergency response information 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.</p> <p>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.</p> <p>Every employer shall review the individualized workplace emergency response information (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.</p>	<ul style="list-style-type: none"> • In the event that WSI/King becomes aware of an employee's disability, the company will ensure that the employee is provided with information on emergency response protocols that will take into account their individualized requirements. We will review individualized workplace emergency response information every year, or as changes occur (i.e. legislation updates, job transfers, etc.). • We will ensure the individualized emergency response information is updated and communicated to affected employees. • Create Employee Survey and Individual Emergency Response Plan template 	<p>January 2012</p>	<p>Completed April 2016</p>
<p>Documented Individual Accommodation Plans</p>	<p>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.</p> <p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <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 	<ul style="list-style-type: none"> • WSI/King will develop a written process for implementing accommodation plans for persons with disabilities which includes the above prescribed elements. • WSI/King will create a template to document individual accommodation plans when the need arises. 	<p>January 2016</p>	<p>Completed May 2016</p>

	<p>an individual basis.</p> <p>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 and how accommodation can be achieved.</p> <p>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.</p> <p>5. The steps taken to protect the privacy of the 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>			
Return to Work Process	<p>Every employer, other than an employer that is a small organization 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 shall document the process.</p> <p>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 individual documented accommodation plans, as described in section 28, as part of the</p>	<ul style="list-style-type: none"> WSI/King will develop and maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. 	January 2016	<p>Completed</p> <p>April 2016</p> <p>Procedure updated January 2023</p>

	<p>process.</p> <p>The return-to-work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>			
Performance Management	<p>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.</p>	<ul style="list-style-type: none"> • WSI will include a statement on all performance reviews which states that accommodation is available to all employees during the performance review process, including accessible formats and communication supports • Conduct Employee Survey • Customer Service Training and Coaching for Managers & Supervisors 	January 2016	Completed April 2016
Career Development & Advancement	<p>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.</p>	NA	January 2016	NA
Redeployment	<p>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.</p>	NA	January 2016	NA