



PLAN NUMBER: PLAN.9004

EFFECTIVE DATE: JANUARY 1, 2014

MULTI-YEAR ACCESSIBILITY PLAN - 2014 - 2023

Part I – GENERAL REQUIREMENTS				
Initiative	Description	Actions Taken	Compliance Date	Status
Establishment of Accessibility Policies	3.(1) 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.	<ul style="list-style-type: none"> Develop, approve and post on website. 	January 1, 2014	Completed
Accessibility Plans	4.(1) Large organizations shall, <ul style="list-style-type: none"> 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"> Multi-Year plan created & post on website. Review annually. 	January 1, 2014	Completed
Self-Service Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. This includes interactive electronic terminals people use to pay parking fees, validate tickets, buy groceries and renew licenses.	<ul style="list-style-type: none"> Indus currently does not have any self-service kiosks. 	January 1, 2014	N/A
Training	Section 7.(1)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, <ul style="list-style-type: none"> a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods and services or facilities on behalf of the organization. d) board of directors e) Every employee, volunteer, policy developer and any other person who provides goods, services and facilities on behalf of the organization must be trained on how to provide accessible customer service. 	<ul style="list-style-type: none"> Training modules included as part of orientation for new employee, volunteers & student placements). Evidence of training filed in HR file. Ongoing training at semi-annual Staff PD Days. 	January 1, 2015	Completed.

PART II – Information and Communications Standards

Initiative	Description	Action	Compliance Date	Status
Feedback	11.(1) 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. Any external services for feedback must be made available in additional formats upon request.	<ul style="list-style-type: none"> ▪ Feedback may be provided in person, in writing, by e-mail, mail and phone. ▪ Annual Client Satisfaction Survey includes the following questions “While accessing our services we were able to meet my physical needs, my hearing needs, my learning needs and my language needs. ▪ Summer students and/or volunteers are available to assist clients with completing the survey. 	January 1, 2015	Completed
Accessible Formats & Communication Supports	<p>12.(1) 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,</p> <p>a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> ▪ Indus will upon request provide accessible formats and communication supports to persons with disabilities. ▪ Include accommodations needed section on new hire orientation documentation. ▪ Notice of accommodation listed on all job postings is available upon request. 	January 1, 2016	Completed
Emergency Procedures, Plans or Public Safety Info	Section 13.(1) 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.	<ul style="list-style-type: none"> ▪ Indus currently does not prepare emergency procedures, plans or public safety information. 	January 1, 2012	N/A
Accessible Websites & Web Content	14.(2) Designated public sector organizations and 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.	<ul style="list-style-type: none"> ▪ Website has been updated to meet the new requirements. ▪ Continue to monitor website to ensure that it meets the requirements. 	January 1, 2014 January 1, 2021	Completed Completed
Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> ▪ New hires employees are notified at onboarding. ▪ Return to Work (non-occupational) Policy developed. ▪ All job postings include notice that accommodations are available upon request. ▪ Post notice of accommodation on website – careers page 	January 1, 2016	Completed

PART III – Employment Standard

Initiative	Description	Action	Compliance Date	Status
Recruitment, Assessment or Selection Process	<p>23.(1) 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>23.(2) 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"> ▪ All job postings include notice that accommodations are available upon request. ▪ At the interview, candidates will be asked if accommodations are required. 	January 1, 2016	Completed
Notice to Successful Applicants	<p>24. 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"> ▪ Orientation process includes accommodations needed section. ▪ Make part of the orientation process. 	<p>January 1, 2016</p> <p>January 1, 2020</p>	<p>Completed</p> <p>Completed</p>
Informing Employees of Supports	<p>25.(1) 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>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3) 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"> ▪ Continue to inform employees of our policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. 	January 1, 2016	Completed
Accessible Formats & Communication Supports for Employees	<p>26.1 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>26.2. 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"> ▪ If requested, Indus shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports. 	January 1, 2016	Completed

PART III – Employment Standard

Initiative	Description	Action	Compliance Date	Status
Workplace Emergency Response Information	<p>27.(1) 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>27.(2) 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>27.(3) 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>27.(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> ▪ Annually send out the Employee safety during emergencies email to all staff. ▪ Develop individualized emergency response plan in consultation with the employee. ▪ Notify Direct Supervisors of the individualized workplace emergency response. ▪ Conduct regular emergency drills. 	January 1, 2012	Completed
Documented Individual Accommodation Plans	<p>28.(1) 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>28 (2) 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 an individual basis. 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. 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. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 	<ul style="list-style-type: none"> ▪ Individual accommodation process in place based on individual request. 	January 1, 2016	Completed

PART III – Employment Standard

Initiative	Description	Action	Compliance Date	Status
Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, (a) 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 (b) shall document the process.</p> <p>29. (2) The return to work process shall, (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 (b) use individual documented accommodation plans, as described in section 28, as part of the process.</p> <p>29. (3) 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>	<ul style="list-style-type: none"> ▪ Return to Work Policy developed. 	January 1, 2016	Completed
Performance Management	<p>30.(1) 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"> ▪ Accessibility needs of employees with disabilities including any individualized accommodation plan in place will be considered during the performance management process. 	January 1, 2016	Completed
Career Development & Advancement	<p>31.(1) 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>	<ul style="list-style-type: none"> ▪ Accessibility needs of employees with disabilities including any individualized accommodation plan in place will be considered through the career development & advancement process. 	January 1, 2016	Completed
Redeployment	<p>32.(1) 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>	<ul style="list-style-type: none"> ▪ Accessibility needs of employees with disabilities including any individualized accommodation plan in place will be considered when redeploying employees with disabilities. 	January 1, 2016	Completed

REPORTING COMPLIANCE

Description	Action	Certification ID	Compliance Date	Status
Every three years not-for-profit organizations shall file an Accessibility Compliance Report confirming they have met accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA)	Compliance Report filed	SCR68870	31-Dec-12	Completed
	Compliance Report filed	SCR657598	31-Dec-14	Completed
	Compliance Report filed	ACR-16849	31-Dec-17	Completed
	Compliance Report filed	ACR-60385	31-Dec-20	Completed
			31-Dec-23	