



Accessibility Plan

Intent

The intent of this Accessibility Plan is to record requirements under the Accessibility for Ontarians with Disabilities Act (AODA) four key areas: Customer Service, Information & Communication, Employment and Transportation Standards.

This document is available in alternative format upon request. Please contact Adele Argirakis, HR Director / Associate at accessibility@cel.ca, 416.497.3111 ext 358, 2255 Sheppard Ave. East, Suite E331, Toronto, ON. M2J 4Y1

Accessibility Requirement			Due Date	Results
	Current Policies	Individual Responsible		
Customer Service				
Establishment of accessibility policies: <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities; • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; • Policies, procedures and practices surrounding the legislation. 	Completed	Adele Argirakis	2012	Implemented
Training <ul style="list-style-type: none"> • All employees, volunteers and contractors; • All persons who participate in developing the organization's policies. • Provision of goods and services to persons with disabilities; • The use of assistive devices; • The use of guide dogs, service animals and service dogs; • The use of support persons; • Notice of service disruptions; • Customer feedback; • Training; 	Completed	Adele Argirakis	2012 and ongoing for new hires	Implemented



<ul style="list-style-type: none"> • Notice of availability and format of documents. 				
Feedback Process <ul style="list-style-type: none"> • Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request • Notification to the public about the availability of accessible formats and communication. 	Completed	Adele Argirakis	2012	Completed
Accessible Formats and Communication Support <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account the person's accessibility needs; • The organization will consult with the person making the request to determine the suitability of an accessible format or communication support 	Completed	Adele Argirakis	2012	Completed
Accessibility Plans <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan 	In progress	Adele Argirakis	2014	Completed
Information & Communication				
Training <ul style="list-style-type: none"> • Accessibility for Ontarians with Disabilities Act, 2005; • Accessibility Standards for Customer Service, Ontario Regulation 429/07. 	Ongoing	Adele Argirakis	2014	Ongoing
All websites and web content <ul style="list-style-type: none"> • Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; • Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. 	Partially compliant Will visit compliance requirements in 2015	External Web Developer	2012 New website	



Accessible websites and web content - *New Sites*	Completed	External Web Developer	2012	Completed
<p>Education and Training</p> <ul style="list-style-type: none"> Provide educational and training resources in an accessible format, upon request that takes into account the accessibility needs of an employee with a disability 	Upon request	Adele Argirakis	2012	Completed
Employment Standards				
<p>Recruitment:</p> <ul style="list-style-type: none"> Notification about available policies and accommodation for applicants with disabilities Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	Draft Policy	Adele Argirakis	2014	For final review
<p>Informing employees of supports</p> <ul style="list-style-type: none"> Inform all employees of policies used to support employees with disabilities Provide new employees the information Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	Draft Policy	Adele Argirakis	2014	For final review
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> Information to perform their job Information that is generally available to employees in the workplace 	Draft Policy	Adele Argirakis	2014	For final review
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, CEL shall provide this information to members of the JHSC to provide assistance to the employee Individualized workplace emergency response information shall be reviewed when the employee moves to a different workstation; their overall accommodations needs or plans are reviewed; or when JHSC reviews its general emergency response policies. 	Draft Policy	Adele Argirakis	2014	For final review
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> Employees requesting individual accommodation plans may participate in the development of the plan; 	Draft Policy	Adele Argirakis	2014	For final review



<ul style="list-style-type: none"> • Means by which the employee is assessed on an individual basis; • CEL will utilize the services of a third party medical adjudicator to assist in determining if accommodation can be achieved and, if so, how it can be achieved • Privacy protection of the employee's personal information • Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done • If a plan is denied, the manner in which the reasons for the denial will be provided to the employee • Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability 				
<p>Return to Work Process</p> <ul style="list-style-type: none"> • Return to work process • 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 • Use documented individual accommodation plans 	<p>Short Term Disability and Long Term Disability programs</p>	<p>Adele Argirakis</p>		<p>Completed</p>
<p>Performance Management</p> <p>To ensure all employees are aware of the level of performance expected of them in that role, as well as any individual objectives they will need to achieve overall organizational objectives.</p>	<p>No formal policy</p>	<p>Adele Argirakis</p>	<p>Letter is given to an employee is performance is not meeting expectations. Regular follow-up meetings take place to review performance improvement</p>	
<p>Performance Appraisals</p> <p>To evaluate job performance of an employee annually</p>	<p>Program only No formal policy</p>	<p>Adele Argirakis</p>	<p>Annual reviews occur in the fall. Employees meet with their direct manager to review performance over the last year.</p>	



<p>Emergency Procedures Plan in place to respond to major emergencies</p>	<p>Policy Completed. Available upon request</p>	<p>Adele Argirakis</p>	<p>2013</p>	<p>Completed</p>
<p><i>Transportation Standards*</i></p>				
	<p>Not applicable</p>	<p>Not applicable</p>	<p>Not applicable</p>	<p>Not applicable</p>