



**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**  
**INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan**

eSentire’s Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

**Part I – GENERAL REQUIREMENTS**

Initiative	Description	Status	Compliance Date
1.1 Establishment of Accessibility Policies	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.	Complete	January 1, 2014
1.2 Accessibility Plans	<p>Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>Ongoing</p> <p>Complete</p> <p>Ongoing</p>	January 1, 2014
1.3 Training	<p>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,</p> <ul style="list-style-type: none"> <li>• Every person who is an employee of, or a volunteer with, the provider.</li> <li>• Every person who participates in developing the provider’s policies.</li> <li>• Every other person who provides goods, services or facilities on behalf</li> </ul>	Ongoing	January 1, 2015



	of the provider.		
--	------------------	--	--

## PART II – Information and Communications Standards

Initiative	Description	Status	Compliance Date
2.1 Feedback	Ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Complete	January 1, 2015
2.2 Accessible Formats & Communication Supports	<p>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>	Ongoing	January 1, 2016
	Consult with the person making the request in determining the suitability of an accessible format or communication support.	Ongoing	January 1, 2016
	Notify the public about the availability of accessible formats and communication supports.	Complete	January 1, 2016
2.3 Accessible Websites & Web Content	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.	Ongoing	<p><b>January 1, 2014</b></p> <p>New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p>



			<p><b>January 1, 2021</b> All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> <li>• success criteria 1.2.4 Captions (Live)</li> <li>• success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul>
--	--	--	--

**PART III – Employment Standard**

Initiative	Description	Status	Compliance Date
3.1 Recruitment – General	Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Complete	January 1, 2016
3.2 Recruitment, Assessment or Selection Process	<p>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>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>	<p>Complete</p> <p>Complete</p>	January 1, 2016
3.3 Notice to Successful Applicants	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Complete	January 1, 2016
3.4 Informing Employees of Supports	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	Complete	January 1, 2016



	to disability.		
	Provide the information required under this section to new employees as soon as practicable after they begin their employment.	Ongoing	January 1, 2016
	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.	Ongoing	January 1, 2016
3.5 Accessible Formats & Communication Supports for Employees	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, <ul style="list-style-type: none"> <li>(a) information that is needed in order to perform the employee's job; and</li> <li>(b) information that is generally available to employees in the workplace.</li> </ul>	Ongoing	January 1, 2016
	Consult with the employee making the request in determining the suitability of an accessible format or communication support.	Ongoing	January 1, 2016
3.6 Workplace Emergency Response Information	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.	Complete	January 1, 2012
	Provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Complete	January 1, 2012
	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.	Ongoing	January 1, 2012



Initiative	Description	Status	Compliance Date
	Review the individualized workplace emergency response information, <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee’s overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>	Ongoing	January 1, 2012
3.7 Documented Individual Accommodation Plans	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Complete	January 1, 2016
	Individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>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.</li> <li>5. The steps taken to protect the privacy of the employee’s personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> </ol>	Ongoing	January 1, 2016



	The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.		
--	--	--	--

3.8 Return to Work Process	(a) 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) Document the process.	Complete	January 1, 2016
	(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.	Complete	January 1, 2016
	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.	Complete	January 1, 2016
3.9 Performance Management	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.	Complete	January 1, 2016
3.10 Career Development & Advancement	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.	Ongoing	January 1, 2016
3.11 Redeployment	Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Complete	January 1, 2016



This plan has been developed to break down barriers and increase accessibility for persons with disabilities and allow them to maintain their dignity and independence. The Multi-Year Accessibility Plan is posted on eSentire's website and will be reviewed and updated at least every 5 years or more often as necessary

If you have any questions or have feedback related to the Multi Year Accessibility Plan, please contact us:

By email: [aoda@esentire.com](mailto:aoda@esentire.com)

Via telephone: Please contact the Human Resources Department at **519-651-2200 x 2632**