

Goodwill Industries, Ontario Great Lakes
Multi-Year Accessibility Plan

Action	Compliance Date	Responsibility	Status
<p>Part I – General This section of the Regulation requires us to:</p> <ul style="list-style-type: none"> • develop and maintain an accessibility policy and a multi-year accessibility plan • provide customers and clients with publicly available emergency information in an accessible way upon request • provide employees with disabilities with individualized emergency response information when necessary • ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code 			
<p>Accessibility Policies</p> <ul style="list-style-type: none"> • Develop and implement Accessibility Standards Policy for Goodwill • Make the Policy publicly available and provide in an accessible format, upon request. • Review and update as required 	Jan 1, 2014	Accessibility Coordinator and Leadership Team	Complete
<p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> • A Multi-Year Accessibility Plan was developed. • Post multi-year accessibility plan on website and provide in an accessible format, upon request. • Review and update the plan at least once every five years. 	Jan 1, 2013 Review 2015	Accessibility Coordinator and Accessibility Committee	Complete <i>Plan to be reviewed and updated at minimum 2020</i>
<p>Training</p> <ul style="list-style-type: none"> • Ensure that training is developed on the IASR and the Human Rights Code as it pertains to persons with disabilities and is provided by Jan 1, 2015 to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of Goodwill. Update training as required. 	Jan 1, 2015 and Ongoing	Accessibility Coordinator / Human Resources	

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<ul style="list-style-type: none"> Keep a record of the dates of training and the individuals who received the training. 			

<p>Part II – Information and Communications Standards This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> accessible feedback processes accessible formats and communication supports publically available emergency procedures, plans, public safety information accessible websites and web content 			
<p>Feedback processes</p> <ul style="list-style-type: none"> Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR. 	Jan 1, 2015 and Ongoing	Accessibility Coordinator / Accessibility Committee	
<p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities. Consult with person making the request to determine suitability of accessible format or communication support. Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons. 	Jan 1, 2016 and Ongoing	Accessibility Coordinator / Accessibility Committee/Marketing	
<p>Emergency procedures, plans or public safety information</p> <ul style="list-style-type: none"> Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable. 	Jan 1, 2012 and Ongoing	Accessibility Coordinator / Accessibility Team	Complete

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<p>Accessible websites and web content</p> <ul style="list-style-type: none"> • Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). • Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible. 	<p>New website launch April 2015- accessibility audit underway by Ellipsis Digital</p>	<p>Web Development Team</p>	

<p>Part III – Employment Standards</p> <p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> • recruitment, assessment and selection • accessible formats and communication supports for employees • workplace emergency response • individual accommodation plans and return to work processes • performance management, career development and redeployment 			
<p>Recruitment, Assessment, Selection</p> <ul style="list-style-type: none"> • Review and update existing recruitment, policies, procedures and processes. • Specify that accommodation is available for applicants with disabilities on the website and on job postings. • Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation. • If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability. 	<p>Jan 1, 2016 and Ongoing</p>	<p>Human Resources</p>	

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<p>Informing employees of supports</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. • Keep employees up to date on changes to policies/procedures relating to accommodation. 	Jan 1, 2016	Human Resources	Complete
<p>Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> • When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job. 	Jan 1, 2016	Human Resources	
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Individualized workplace emergency response information procedures have been developed for employees with disabilities. 	Jan 1, 2012 Updated 2015 Accommodation Policy	Human Resources	Complete
<p>Documented individual accommodation plans / Return to work Process</p> <ul style="list-style-type: none"> • Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities. • Include in the process and plans all of the required elements in accordance with the provisions of the IASR. 	Jan 1, 2016	Human Resources	Complete 2015
<p>Performance management, career development, advancement and redeployment</p> <ul style="list-style-type: none"> • Review and update existing policies, practices to ensure compliance with IASR • Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of 	Jan 1, 2016	Human Resources	

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performance management processes, when assessing performance, providing career development and advancement opportunities and considering redeployment.			

<p>Part IV.1 – Design of Public Spaces Standards This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> • recreational trails and beach access routes (NA) • outdoor public use eating areas and outdoor play spaces • exterior paths of travel • parking • obtaining service • maintenance 			
<p>Obtaining service – Make service counters, queuing guide and waiting areas accessible.</p> <ul style="list-style-type: none"> • Where practicable, all indoor or outdoor newly constructed service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee/Leadership	
<p>Maintain the accessible parts of our public spaces.</p> <ul style="list-style-type: none"> • Identify preventative and emergency maintenance procedures and alternatives and procedures for handling disruptions and alternatives in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee	
<p>Make parking accessible</p> <ul style="list-style-type: none"> • Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee	

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<p>Make exterior paths of travel accessible.</p> <ul style="list-style-type: none"> Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee	
<p>Make outdoor public eating areas accessible.</p> <ul style="list-style-type: none"> If newly constructing or redeveloping outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee/Food and Hospitality Manager	
<p>Make outdoor play spaces accessible (i.e. swings, splash pads, natural features such as sand and logs).</p> <ul style="list-style-type: none"> If building new or redeveloping outdoor play spaces, follow consultation process and technical requirements, where practicable, in accordance with the provisions of the IASR. 	Jan 1, 2017	Accessibility Committee	N/A