



Advanis Multi-Year Accessibility Plan

Overview

Advanis Inc.'s Multi-Year Accessibility and Accommodation Plan was designed to outline Advanis' efforts and commitment to creating an accessible organization. It was designed in conjunction with the standards put forth by the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians Act, 2005.

This plan contains policies and processes which are either already in place, or are planned to be created and implemented, in the pursuit of accessibility for people with disabilities.

Statement of Commitment

Advanis Inc. is committed to the continued practice of providing equal access and participation for persons with disabilities, in a way that is respectful and considerate of their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner by ensuring the removal of barriers to accessibility in the workplace guided by the requirements under Ontario's accessibility laws.

Advanis ensures that all employees, current and potential, are informed about their rights and responsibilities regarding the creation and maintenance of an accessible work environment for persons with disabilities.

Multi Year Accessibility and Accommodation Plan

Accessibility Requirement	Status	Compliance Deadline	Responsibility
Part 1 - Customer Service			
1.1 Customer service accommodation policy			
<ol style="list-style-type: none"> Design and implement an Accessible Customer service policy that addresses all relevant customer service requirements under the IASR. Provide required training to all relevant staff and keep records of this training. Create a process for accessible means to provide feedback. 	Complete/Ongoing	January 1 st , 2012	
Strategy: Customer Service			
<ol style="list-style-type: none"> Advanis Inc. has designed and implemented an Accessible Customer Service Policy (found in our Accessibility and Accommodation Policy) specific to our organization. Employees of Advanis will receive training (as needed) in accessibility and accommodation of employees and the public. Advanis Inc has created means for providing and responding to feedback which includes various forms of both written and verbal communication methods on a regular basis. We also provide other means of communication based on request, in adherence to information and communication standards outlined in the IASR. 			
Part 2 - General Requirements			
2.1 Accessibility Policy			
<ol style="list-style-type: none"> Create an accessibility policy which contains a statement of commitment and company specific accessibility policies which will be made available to the public. 	Complete/Ongoing	January 1 st , 2014	
Strategy: Accessibility Policy			
<ol style="list-style-type: none"> Advanis Inc. has created an Accessibility Policy which contains a statement of our commitment to provide an accessible workplace for persons with disabilities, which includes areas regarding training, self service kiosks, information and communication, employment, and return to work processes. This policy will be made public on our website and reviewed and updated as needed. 			
2.2 Multi Year Accessibility Plan			
<ol style="list-style-type: none"> Create a Multi-Year Accessibility Plan to be made available to the public. 	Complete/Ongoing	January 1 st , 2014	

<ol style="list-style-type: none"> 2. Ensure alternative methods for delivery of the information in the Multi-Year Accessibility plan are obtainable upon request. 3. Keep Multi-Year Accessibility Plan up to date by reviewing and updating it at least once every five years. 			
<p>Strategy: Multi-Year Accessibility Plan</p> <ol style="list-style-type: none"> 1. All applicable IASR requirements for private sector businesses with 50+ employees in Ontario have been reviewed to compile a comprehensive Accessibility and Accommodation plan. 2. Requests for alternative methods for delivery of this information contained in this plan will be accommodated to the best of our ability by consulting with the requestor to determine the best method for them. 3. The Multi-Year Accessibility Plan will be reviewed and updated as required, or at least once every five years following its release/last update. 			
<p>2.3 Training</p>			
<ol style="list-style-type: none"> 1. Train all relevant employees, contract workers, and volunteers in applicable accessibility training as outlined by the IASR requirements and the Human Rights Code as it pertains to people with disabilities. 2. Maintain records of this training which needs to include the type of training, how it was delivered, and how many people took the training. 	Ongoing	January 1 st , 2015	
<p>Strategy: Training</p> <ol style="list-style-type: none"> 1. Advanis will organize an employee training matrix outlining which employees require which training. Upon completion a training delivery schedule will be compiled and implemented to ensure swift and efficient training for relevant employees. 2. Advanis maintains training records for all completed training. 			
<p>Part 3 – Procurement</p>			
<p>3.1 Self Service Kiosks</p>			
<ol style="list-style-type: none"> 1. Must consider accessibility when designing, purchasing, or acquiring self-service kiosks (ex. Interactive electronic terminals for paying parking fees, validating tickets, buying groceries, renewing licenses, etc.) 	Complete	January 1 st , 2014	
<p>Strategy: Self Service Kiosks</p> <ol style="list-style-type: none"> 1. Advanis Inc. will continue to have regard for accessibility barriers when designing, purchasing, or acquiring self service kiosks. 			

Part 4 - Information and Communications Requirements			
4.1 Accessible Formats, Communication Supports, and Tools			
<ol style="list-style-type: none"> 1. Be able to provide materials in accessible formats and/or use communication supports (where necessary) for people with disabilities, upon request. Have a process for formats and supports that are not readily available. 2. Notify employees and the public of the option for accessible formats and/or communication supports. 3. Be familiar with tools designed to make information accessible to persons with disabilities 	Complete/Ongoing	January 1 st , 2012	
Strategy: Accessible Formats, Communication Supports, and Tools			
<ol style="list-style-type: none"> 1. Advanis Inc. will review the delivery methods of each department of our organization to determine the current methods of delivery available for clients and the public, and provide resources if more methods of deliver or communication supports are required. 2. Advanis Inc. will ensure that all requests for alternative communication or delivery of information are handled in a timely and appropriate manner. 3. Notices of the availability of alternative methods of communication or information delivery will be posted and made available to both staff members and the public. 4. Train relevant employees and volunteers in the operation and safe handling of any and all tools used by Advanis to make information more accessible (i.e. structured electronic files, screen reading software, etc.) 			
4.2 Feedback Formats			
<ol style="list-style-type: none"> 1. Be able to receive feedback in many ways to improve the communication of information between our company and persons with disabilities. 	Complete	January 1, 2012	
Strategy: Feedback Formats			
<ol style="list-style-type: none"> 1. Advanis Inc. will continue to accept and provide feedback/responses in multiple mediums (i.e. written letter, E-mail, phone calls, etc.) to allow for the accessibility of information and communication for persons with disabilities. 			
4.3 Website and Content Accessibility			
<ol style="list-style-type: none"> 1. New public websites, significantly refreshed websites, and any web content must meet Web Content Accessibility Guidelines (WCAG) 2.0 	Ongoing	January 1 st , 2014	

Level A. 2. All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions) (By January 1 st , 2021)			
Strategy: Website and Content Accessibility			
1. Advanis Inc. will meet the standard requirements for WCAG 2.0 Level A. 2. Advanis Inc. will work to improve our website to remain up to date for WCAG 2.0 Level AA by January 1 st , 2021.			
Part 5 – Employment Standards			
5.1 Recruitment, Assessment, and Selection Process			
1. Have a statement available to employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process. 2. Notify employees and the public that we will accommodate the needs of people with disabilities in our hiring process	Complete/Ongoing	January 1 st , 2016	
Strategy: Recruitment, Assessment, and Selection Process			
1. Advanis Inc. will create a statement which will be made available to employees and the public explaining the availability of accommodation upon request during the recruitment, assessment, and selection process. 2. Advanis Inc. employees and applicants are notified about the availability of accommodation upon request during the recruiting, assessing, and selecting processes.			
5.2 Letters of Offer to Successful Applicants			
1. Notify successful applicants of our policies for accommodating employees with disabilities when you make offers of employment.	Complete	January 1 st , 2016	
Strategy: Letters of Offer to Successful Applicants			
1. Advanis Inc. provides notification to successful applicants of our policy for accommodation for any people with disabilities in our office of employment.			
5.3 Current Employees and Volunteers			
1. Inform employees of policies used to support employees with disabilities, including those on the provision of job accommodations. 2. Provide workplace information in an accessible format if an employee	Complete/Ongoing	January 1 st , 2016	

<p>asks for it.</p> <p>3. Provide updated information to your employees about the policies used to support employees with disabilities, including those on the provision of job accommodations.</p>			
<p>Strategy: Current Employees and Volunteers</p> <p>1. Advanis Inc. informs all employees of policies used to support persons with disabilities. These policies are accessible for employees on the company's intranet.</p> <p>2. Advanis Inc. will provide accessible formatting by request for any employee with a disability. We will consult and work with the employee to determine and develop the most suitable method of accessibility.</p> <p>3. Employees receive updates for policies as they are updated.</p>			
<p>5.4 Talent and Performance Management</p>			
<p>1. Provide employees with accessible formats for both formal and informal performance reviews when requested.</p> <p>2. Consider the needs of an employee with disabilities when promoting or moving them to a new position.</p>	Complete/Ongoing	January 1 st , 2016	
<p>Strategy: Talent and Performance Management</p> <p>1. Advanis Inc has varying performance management and career development processes which are each run and maintained by their respective departments. In each of these departments, when requested, an employee with disabilities can receive their performance review or career development in an accessible format and/or use communication supports to facilitate.</p> <p>2. When promoting or moving an employee within Advanis Inc. we will take into account the needs of the employee with disabilities and work with them to find a suitable solution for their accessibility needs.</p>			
<p>5.5 Return to Work Process</p>			
<p>1. Have a return to work process to support employees who have been absent from work do to a disability and require disability-related accommodations to return to work.</p>	Ongoing	January 1 st , 2016	
<p>Strategy: Return to Work Process</p> <p>1. Create a return to work documenting process using IASR guidelines to ensure each return to work accommodation plan is treated equally and that proper records can be maintained</p> <p>2. Employees with disabilities who have been absent from work do to their disability and require disability-related accommodations to return from work will work with our Human Resources and relevant departments to ensure that their return to work has everything they</p>			

need to return safely and comfortably.

5.6 Workplace Emergency Response Information

1. Provide accessible formats of emergency and public safety information on request. This includes plans, procedures, maps, signs, routes, etc.

Complete

January 1st, 2012

Strategy: Workplace Emergency Response Information

1. Advanis Inc. will provide accessibly formatted workplace emergency response information when asked to by any person or persons with disabilities.

5.7 Documented Individual Accommodation Plans

1. Provide individualized emergency response information to the employee.
2. Get the employee's consent and then share this information with a designated person who will be assigned to help them in an emergency.
3. Review the employees emergency response information when a) they change work locations; b) their overall accommodation needs are reviewed; or c) the organizations general emergency response policies are reviewed/changed.

Complete/Ongoing

January 1st, 2012

Strategy: Documented Individual Accommodation Plans

1. If an employee with a disability makes it known that they have a disability, Advanis Inc. will ask if they require assistance in a emergency and begin to develop a documented individual accommodation plan that details what their needs are in case of an emergency.
2. For employees with a documented individual accommodation plan, with consent, their information will be given to our designated emergency response person (or another more accessible employee willing to assist) who can make sure they receive the proper assistance in an emergency.
3. Advanis Inc will review an employees individual accommodation plan when a) the employee with disabilities changes work locations; b) the employees overall accommodation needs are reviewed; or c) Advanis Inc. changes or reviews their general emergency response policies.