

Policy Component	Initiative	Description/Requirement	Action	Target date	Status	Compliance date
Commitment statement	Establishment of Accessibility Policies	<p>Ontario Regulation 191/11. Part I- General requirements</p> <p>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</p>	Develop, and communicate Accessibility Policy		Policy Approved and Posted (Bulletin Boards & Website)	January 1, 2014
All Accessibility Policy	Development of Multi Year Accessibility Plan	<p>Ontario Regulation 191/11. Part I- General requirements</p> <p>4.(1) 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>1) Attend training/workshop about AODA requirements</p> <p>2) Develop an accessibility plan</p> <p>3) Post accessibility plan (website)</p> <p>4) Ensure formal review 1 year from implementation date in December 2014 and on-going as required</p>	<p>April 30, 2014</p> <p>June 30, 2014</p> <p>Dec 15, 2014</p>	Complete	January 1, 2014

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Train our employees and stakeholders in accessible customer service and/or any other legal requirement related to accessibility that applies to Fielding's activities.	Training	<p>Ontario Regulation 191/11. Part I- General requirements</p> <p>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,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>1) Definition of training needs by job position.</p> <p>2) Design of training program on Accessibility Standards and Human Rights Code.</p> <p>3) Deliver training to owners, employees and volunteers.</p> <p>4) Deliver training to other persons who provide goods or services on behalf of the organization.</p>	<p>Aug 15, 2014</p> <p>Sep 30, 2014</p> <p>Dec 15, 2014</p> <p>Dec 15, 2014</p>		January 1, 2015
Consider a person's disability when communicating with them	Accessible Websites & Web Content	<p>Ontario Regulation 191/11. Part II- Information and Communications Standards</p> <p>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 (in accordance with the schedule).</p>	<p>1) Review WCAG guidelines to be informed of changes and updates on WCAG 2.0 Level A.</p>	Jan 1, 2014	Complete. Currently in compliance according to Emkal.	January 1, 2014

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Receive and respond to feedback from your customers, your employees and members of the public who have a disability	Feedback	<p>Ontario Regulation 191/11. Part II- Information and Communications Standards</p> <p>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.</p>	<p>1) Offer customers with disabilities ways to provide feedback such as the Feedback Card, email or by phone.</p> <p>2) Conduct a review of all feedback processes across the organization (internally and externally). Consult with all functional areas to make sure all feedback processes are captured.</p> <p>3) Determine what accessible formats and communication supports we will provide upon request.</p>	<p>Jan 1, 2012</p> <p>Sep 30, 2014</p> <p>Dec 15, 2014</p>	Complete	January 1, 2015
Provide emergency response and safety	Emergency Procedures, Plans or Public Safety Info	<p>Ontario Regulation 191/11. Part II- Information and Communications Standards</p> <p>13.(1) if an obligated organization</p>	<p>1) Define which information (i.e. procedure and public</p>	<p>Sep 30, 2014</p>		January 1, 2012

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information for visitors and employees with disabilities and work with them to figure out how we can meet their needs.		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.	safety info) should be available in an accessible format. 2) Make identified information available in accessible format.	Oct 30, 2014		
	Workplace Emergency Response Information	Ontario Regulation 191/11. Part III-Employment Standards 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.	Incorporated into current emergency procedures.	Sep 30, 2014		January 1, 2012
	Workplace Emergency Response Information	Ontario Regulation 191/11. Part III-Employment Standards 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	Incorporated into current emergency procedures.	Sep 30, 2014		January 1, 2012

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		provide assistance to the employee.				
	Workplace Emergency Response Information	<p>Ontario Regulation 191/11. Part III- Employment Standards</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>	Incorporated into current emergency procedures.	Sep 30, 2014		January 1, 2012
	Workplace Emergency Response Information	<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>	Incorporated into current emergency procedures.	Sep 30, 2014		January 1, 2012

This policy will be annually reviewed.

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/info_sheets/general/train.aspx