



NORR AODA Multi- Year Accessibility Plan

The Multi-Year Accessibility Plan will be reviewed and updated at least once every three years. Upon request, NORR will provide a copy of the Accessibility Plan in an accessible format.

Accessibility Requirement	Responsible	Due Date	Status
Customer Service			
Create Accessibility policies <ul style="list-style-type: none">• General Principles• Policies procedures and practices surrounding the legislation.• 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 what to do if there is a disruption of service to our clients• Instructions on how clients can provide feedback• Notice of training commitment	Human Resources	January 2012	Completed & Posted
Training <ul style="list-style-type: none">• Provided to all current & new employees & volunteers; and outside laborers• 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;	Human Resources Operations	January 2012	Completed & Posted <ul style="list-style-type: none">• Current Employees Trained• Plan in place for training new hires.

Feedback Process <ul style="list-style-type: none"> • Created process to accept client feedback • Created specific AODA email address monitored by Human Resources • Receiving and responding to client feedback • Providing or arranging for the provision of accessible formats and communication supports, upon request • Posting to our company website the availability of accessible formats and communication supports 	Human Resources Information Tech	January 2012	Completed <ul style="list-style-type: none"> • Email address is functioning
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: • The organization will consult with the person making the request to determine the suitability of an accessible format or communication support 	Human Resources Information Tech		Completed <ul style="list-style-type: none"> • Requests will be evaluated on a per person basis.
General Requirements			
Training <ul style="list-style-type: none"> • Train all existing and new employees and volunteers • Re-train employees when our policies change • Training on our organizations current requirements under the regulation and how the Ontario Human Rights code relates to people with disabilities 		January 2015	
Accessibility Policies <ul style="list-style-type: none"> • Describing what we do or intend to do to meet the regulation requirements • Make policies available in an accessible format when requested • Ingenium statement of commitment 		January 2014	Completed



Accessibility Plans <ul style="list-style-type: none"> • Steps we will take to prevent and remove barriers and met the requirements of the regulation • Establish, implement, maintain and document a multi-year accessibility plan • Provide the plan in accessible format on request • Review the plan at least once every 5 years 	Human Resources	January 2014	On Going <ul style="list-style-type: none"> • Updated as new standards come into effect
Information & Communication			
All new company or updates to company websites will comply with the Accessible websites and web content	Human Resources Marketing	January 2019	Completed
Accessible formats and Communication Supports <ul style="list-style-type: none"> • When requested provide information and communication in an accessible timely manner at no extra cost • Inform employees on what they should do if they receive a request. 	Human Resources	January 2019	Completed
Feedback Process <ul style="list-style-type: none"> • Make our feedback process for Clients accessible • Supply accessible formats and communication supports on request 	Human Resources Marketing Information Tech	January 2015	Completed <ul style="list-style-type: none"> • Have email address available for feedback • Individual Accommodation available on request
All websites and web content	Human Resources Marketing	January 2020	Completed April 15



<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.			
Employment			
Recruitment: <ul style="list-style-type: none">• Job advertisements, & selection process, inform applicants/candidates that accommodations for disabilities are available on request.• Notification to successful candidates about available policies and accommodation for employees with disabilities• Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability	Human Resources	January 2016	Completed
Informing employees of supports <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	Human Resources	January 2016	Completed
Accessible formats and communication supports for employees: <ul style="list-style-type: none">• Information to perform their job• Information that is generally available to employees in the workplace	Human Resources	January 2016	Completed
Workplace emergency response information <ul style="list-style-type: none">• Provide individualized workplace emergency response information to employees with disabilities, upon request.• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this	Human Resources	January 2012	Completed



<p>information to the person designated by the employer to provide assistance to the employee</p> <ul style="list-style-type: none">• Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.			
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none">• Written process to document individual accommodation plans• Employees requesting individual accommodation plans may participate in the development of the plan;• The Employer can seek outside expert advice to help determine and employee's accommodation needs.• 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	Human Resources	January 2016	Completed
<p>Return to Work Process</p> <ul style="list-style-type: none">• Develop and have in place a 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	Human Resources	January 2016	Completed
<p>Performance Management</p> <ul style="list-style-type: none">• Take into account the accessibility needs of the employee, including providing accessible formats• Review employee accommodation plan to understand needs and determine if it impacts the employees performance	Human Resources	January 2016	Completed

NORR

Human Resources Planning <ul style="list-style-type: none">Adjusting supports and plans with the employees participation to meet an employee's new role or responsibilities due to a promotion or redeployment	Human Resources	January 2016	Completed
--	-----------------	--------------	-----------