

**Appendix 1**  
**Integrated Accessibility Standards – Multi Year Plan (2014- 2019)**

Section	Requirement / Initiative	Action	Status	Compliance Date	Actual Completion Date
Part I	General Requirements				
3	Establishment of Accessibility Policies	Submit draft policy to the Board for approval  Note: Accessible Customer Services Policy developed and approved Dec. 8, 2011  requires posting on the web site	Pending Executive Leadership Team (ELT) review and approval	January 1, 2014	
4	Accessibility Plans	Prepare Multi Year Plan (2014- 2019).  Post plan in internet upon approval  ELT to review the Multi Year Plan every 5 years	Draft in progress  This Multi Year Plan (2014- 2019) will be approved by ELT	January 1, 2014	
6	Self-Serve Kiosk	N/A		January 1, 2014	January 1, 2014
7	Training	IAS and Human Rights Training available through LMS developed by City. Needs customizing for PUG.  Note: Provided Training to staff in 2011 & 2013 on Accessible Customer Service	Ongoing  Finalize changes to the e-courses and schedule all PUG to complete by Dec. 31, 2014	January 1, 2015	

Part II	Information and Communications Standards				
11	Feedback	Develop Feedback Form and contact information on the web site.  Add to customer newsletter?	Feedback Form complete Need to add to the Internet	January 1, 2015	
12	Accessible Formats & Communication Supports.	Provide accessible format in a timely manner upon request  Add a section to the web site (bill, newsletter) providing information on how to request information in an accessible format.	Ongoing	January 1, 2016	
13	Emergency Procedures, Plans Public Safety Info - provide information in an accessible format as soon as practicable upon request	Currently looking to add a section to the web site on public safety.  Need to ensure accessible formats are available upon request	Ongoing	January 1, 2012	
4	Accessible Websites & Web Content	January 1, 2014 - New internet websites and web content on those sites must conform with WCAG 2.0 Level A.	IT Department aware of requirements  New web site planned for 2015 which will conform to new requirements	January 1, 2021	

22	Recruitment – General  shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	PUG careers web page outlines that accommodation is available and to contact HR if required.  Applicants need to make their required accommodations known in advance.  Accommodations will be made available as required	Complete	January 1, 2016	January 1, 2014
24	Notice to successful Applicants - When making offers of employment, notify the successful applicant of its process for accommodating employees with disabilities.	Add a paragraph to employment offers to explain process for accommodating employees with disabilities	Ongoing	January 1, 2016	
25	Informing Employees of Supports including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	E-learning training module will be developed and rolled out for all staff to complete	Ongoing  Training module to be completed during orientation (within first 3 months)	January 1, 2016	
25	Employers shall 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.	Provide information notices to staff when changes made to policies or practices	Ongoing as required	January 1, 2016	

26	Accessible formats and Communication supports for employees for any information that is generally available to employees in the workplace.	Issue "Guide to Accessible Documents" to all staff and train employees  Ensure PUG templates are in accessible format	Document is available, training needs to be completed and Company templates to be updated in an accessible format	January 1, 2015	
26	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		Ongoing		
27	Workplace Emergency Response	- 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.	Ongoing as required	January 1, 2012	
27	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.		Ongoing as required	January 1, 2012	

27	<p>Review individualized workplace emergency response information</p> <p>a) when the employee moves to a different location in the organization;  b) when the employee's overall accommodations needs or plans are reviewed  c) when the employer reviews its general emergency response policies</p>		Ongoing as required	January 1, 2012	
28	<p>Documented Individual Accommodation Plans (IAP)</p> <p>Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Return to Work practice provides direction for accommodation for both occupational and non-occupational disability due to injury</p> <p>Review requirement for a separate practice to address accommodation not resulting from an injury</p>	Ongoing as required	January 1, 2016	

	<p>28(2) The process for the development of an IAP to include:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee can participate in the development of the IAP</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. How 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 participation of a representative from the bargaining agent, or other representative in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information</li> <li>6. The frequency with which the IAP will be reviewed and updated.</li> <li>7. If an IAP is denied, the reasons for the denial will be provided to the employee.</li> </ol>	<p>Review current processes to ensure each of the requirements are met. Currently addressed through the RTW Practice</p>	<p>Ongoing</p>	<p>January 1, 2016</p>	
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29	Return to Work Process a) shall 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.	Current Return to Work Practice in place that addresses work and non-work related injuries and disabilities		January 1, 2016	Complete
30	Performance Management  - take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when using its performance management process in respect to employees with disabilities.	Review performance management process	Ongoing	January 1, 2016	
31	Career Development & Advancement  shall take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Review Process	Ongoing as required	January 1, 2016	

32	<p>Redeployment</p> <p>Employer that uses redeployment shall take into account the accessibility needs of employees with disabilities , as well as individual accommodation plans, when redeploying employees with disabilities</p>		ongoing	January 1, 2016	
	Design of Public Spaces	Ensure requirements are met for any newly developed or redeveloped recreational trails and access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service related elements.		January 1, 2017	
	Develop procedures for preventative and emergency maintenance of accessible elements in public spaces.			January 1, 2017	
	Develop procedures for dealing with temporary disruptions when accessible elements under public spaces not working			January 1, 2017	