



**Infrastructure Ontario  
2014-18 Multi-Year Accessibility Plan**

# Infrastructure Ontario Multi-Year Accessibility Plan

## Infrastructure Ontario's Commitment to Accessibility

Infrastructure Ontario (IO) is committed to advance accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises for Ontarians, including people with disabilities, in a timely manner based on human rights principles of dignity, integration, equal opportunity, participation and independence.

## Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was enacted to develop, implement, and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises throughout Ontario by the year 2025. Accessibility Standards include the Accessibility Standards for Customer Service under Ontario Regulation 429/07, and the Integrated Accessibility Standards under Ontario Regulation 191/11 (IASR) applicable to the areas of information & communication, transportation, employment and the design of public spaces.

Under the IASR, IO is required to establish, implement, maintain and document a multi-year accessibility plan. This plan outlines IO's strategy to identify, prevent and remove accessibility barriers and meet its requirements under the IASR.

In accordance with the requirements set out in the IASR IO is required to:

- Post the accessibility plan on its website
- Provide the plan in an accessible format upon request
- Review and update the accessibility plan at least once every five years.

# Report on Measures to Identify, Remove and Prevent Barriers

## Accessibility Standards for Customer Service Regulation

The Accessibility Standards for Customer Service, enacted under the AODA, provide standards for delivering products or services to members of the public with disabilities.

- Infrastructure Ontario continues to provide accessible customer service training to every person who deals with members of the public or who participates in developing our policies, practices and procedures governing the provision of goods and services to the public including all associates, contractors and others who provide service on behalf of Infrastructure Ontario.
- IO will continue to welcome people with disabilities who use assistive devices such as support persons or service animals, and IO will ensure that employees and service providers are trained and familiar with various assistive devices and mobility aids that may be used by customers while accessing IO's goods or services.

## Integrated Accessibility Standards Regulation (IASR)

The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) consists of five parts:

- I. IASR General Requirements
- II. Accessible Information and Communications Standard
- III. Accessible Employment Standard
- IV. Accessible Transportation Standard
- V. Design of Public Spaces Standard

IOs plan for meeting the requirements of the sections applicable to IO of the IASR is presented below.

# I. IASR General Requirements

## Accessibility Policy

Section 3 of the IASR requires large organizations to develop, implement and maintain policies governing how they will achieve accessibility requirements by January 1, 2014. Section 3 also requires private sector organizations to have a statement of commitment and to use reasonable efforts to make their policies consistent with the principles of dignity, independence, integration and equal opportunity.

- A general accessibility policy has been developed, approved and posted on IO's internal and external website and is available in alternate formats upon request. The policy includes statements that reflect all applicable sections of the IASR and the Accessibility Standards for Customer Service.
- IO will undertake a review and update of the policy every 5 years, with the first such review taking place in 2018.

## Multi-Year Accessibility Plan

Section 4 of the IASR requires large organizations to create a multi-year accessibility plan by January 1, 2014. Infrastructure Ontario is also required to post a copy of the plan and the accessibility policies on our website and to provide alternate formats upon request.

- The multi-year accessibility plan has been developed, approved and posted on IO's internal and external website and is available in alternate formats upon request.
- IO includes a Statement of Commitment as part of its accessibility policy and Multi-year Accessibility Plan.
- IO will undertake a review and update of the multi-year accessibility plan every 5 years, with the first such review taking place in 2018.

## Procurement

In compliance with Section 5 of the IASR,

- IO will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, IO will provide an explanation upon request.

## Training

- In compliance with Section 7 of the IASR, IO has provided training on the requirements of the IASR accessibility standards and on the Human Rights Code to all current employees and will continue providing accessibility training to new IO's employees

- IO will continue to provide all IO employees with accessibility online training on the requirements of the accessibility standards as referred to in the AODA
- IO has incorporated this training into its orientation program for all new hires
- IO is maintaining a record of training that includes the dates of completion and the number of individuals trained

## Accessible Information and Communications Standard

### Feedback for Public Use

In compliance with Section 11 of the IASR,

- IO has included feedback and request mechanism of accommodation as required by the IASR.
- IO has added notification to the website that feedback requests and responses are available in accessible formats or with communication supports when requested.
- IO will develop a tracking mechanism for reporting on queries regarding accessibility and AODA compliance ensuring that IO develops the capacity to best deal with such requests.

### Accessible Website and Web Content

In compliance with section 14 of the IASR,

IO internet websites, web content and web-based applications must conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and then at Level AA.

- As of January 1, 2014, IO has all new websites, web content and web-based applications WCAG 2.0 Level A compliant.
- By January 1, 2021, IO will have all websites, web content and web-based applications WCAG 2.0 Level AA compliant.

### Accessible Formats and Communication Supports

In compliance with Section 12 of the IASR,

IO shall notify the public about the availability of accessible formats and communication supports. IO shall provide or arrange for the provision of accessible formats and communications supports, upon request.

- IO has developed a mechanism for the provision of accessible formats and communication upon request and consult with the person making the request to discuss what accommodation is best suited.

- IO will continue to provide accessible document creation training for staff accountable for creating documents that are uploaded to the website if applicable.

### **Emergency Procedure, Plan or Public Safety Information**

In compliance with Section 13 of the IASR, IO shall make emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, upon request.

- IO will be prepared to provide emergency evacuation information in accessible formats or with communication supports upon request.

## **Accessible Employment Standard**

Infrastructure Ontario provides accessibility throughout all stages of the employment cycle.

### **Recruitment, Assessment and Selection Process**

In compliance with Section 22 and 23 of the IASR,

- IO will continue to ensure that all documents and tools used in the recruitment process are accessible.
- IO will continue to consult with job applicants that indicate the need for accommodation about the type of accommodation that they require.
- IO has ensured that all potential employees are notified that accommodations are available upon request at this phase of the process.
- IO has trained recruiters and HR staff on new accessible hiring policies and procedures.
- When using an applicant tracking system, online recruitment tool or on-line skills evaluation tools, IO will include a requirement in the contract that all web-based tools must meet at minimum WCAG 2.0 Level A requirements. If the vendor is unable to meet these requirements initially, ask that in the interim they provide a mechanism for accommodating users with a disability that encounter barriers in completing the recruitment tasks as well a roadmap for when their tools will be made accessible.

### **Informing Employees with Disabilities of Supports**

In compliance with Section 25 of the IASR, IO will inform employees of policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations. Information shall be provided as soon as practicable after they begin their employment and whenever there is a change to existing policies on the provision of job accommodations.

- IO will notify employees of this information, as soon as practicable after they begin their employment
- IO will provide information to employees if there is a change or update in policies pertaining to the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- IO will post accommodation policies and procedures at a location that is easily accessible for employees.

### **Accessible Formats and Communication Supports for Employees**

In compliance with Section 26 of the IASR,

- IO will continue to make enquiries of an employee or job applicant when they have informed IO that they may require accommodation; and,
- IO will continue to engage appropriate internal and external resources to seek appropriate advice in respect of an accommodation request.

### **Workplace Emergency Response**

In compliance with Section 27 of the IASR,

IO 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.

- IO will provide individualized emergency response information as soon as practicable after IO becomes aware of the need for accommodation due to the employees disability
- If the employee who receives individualized workplace information requires assistance, and if consent is given, IO will provide the workplace emergency information to the person designated to provide assistance to the employee
- IO will develop a process for regularly updating individual plans
- IO will review emergency workplace information when the employee moves to another location and IO reviews its general policies.

### **Individual Accommodation Plans**

In compliance with Section 28 of the IASR:

IO shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.

- IO will formalize its current IAP process (policy / procedure) for the development of documented individual accommodation plans that are put together in consultation with the person with a disability.

### **Return to Work Process**

In compliance with Section 29 of the IASR, IO shall develop, document and have in place a return to work process for employees absent due to disability who require a disability-related accommodation to return to work.

- IO will formalize its current return to work process for employees that have been absent due to a disability.

### **Performance Management and Career Development**

In compliance with Sections 30, 31 and 32 of the IASR, IO will review and include accommodations detailed in an employee's Individual Accommodation Plan (IAP) as part of any career development and advancement activities.

- IO will update the policy to include a review of IAP's as part of the learning and development process.
- IO will review any accommodations that may be in place in order to meet the employees needs while conducting performance reviews.
- IO will update and issue the revised procedures to all employees.

## Questions and Feedback

We welcome inquiries and feedback about accessibility and IO's efforts at meeting the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard and the Integrated Accessibility Standards Regulation.

You may provide feedback by:

Telephone: 1 (877) 863-9672

Email: [Contact Us](#) Section on our website ([www.infrastructureontario.ca](http://www.infrastructureontario.ca))

If you are interested in more information on accessibility you may review additional information at:  
<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>