

AODA - MULTI-YEAR ACCESSIBILITY PLAN

January 1, 2012

Provide accessible customer service

Put an accessibility policy in place so employees, volunteers and customers know what to expect.

Train employees.

Welcome service animals and support persons.

On-going training is to be provided to all new employees, trainees, interns, temp personnel who require it during the new hire orientation program.

Responsible: Human Resources, IT, FMD

Completed: Dec. 18, 2015.

Provide employees with disabilities, emergency information.

When asked, provide employees and volunteers with disabilities, accessible and customized emergency information.

NECA has not received any requests for accommodation but information is available, and ready to be put in place when requested.

Responsible: Human Resources/FMD

January 1, 2014

Create accessibility policies and a multi-year plan

Create policies to help you achieve your accessibility plans.

Tell employees and customers about the policies.

NECA plans and policies issued to employees

Responsible: Human resources/Legal Admin

Completed: Dec. 31, 2015

Consider accessibility for Self-service kiosks

Front entrance door, locked as of March 2015, Reception is unattended.

Visitors to NECA are required to call for assistance when arriving at office.

Pending: Phone to be moved to an accessible level, and phone lists provided in an accessible format.

Visitors, customers will be asked if assistance/accommodation is required when setting up appointments.

Other accommodations to be considered for future (door bell, responsible person to answer, assist).

Responsible: Human Resources, FMD.

Completion: Dec. 31, 2015 and on-going, completion delayed to December 31, 2016, new completion date unknown

Update: Further discussions are required with FMD, costs and security concerns (PIP) must be addressed.

May 2022: Front door entrance will be more accessible (unlocked), phone moved, secure door installed behind Reception, (PIP)

Make websites accessible

Not applicable.

NECA has not made any changes to the website, nor has any new web content been added since 2012.

December 31, 2014

File an accessibility compliance report

Completed.

January 1, 2015

Train your employees on Ontario's accessibility laws

Provide training to all existing and new employees.

On going: training will be provided to all new employees during the new hire orientation process.

Responsible: Human Resources/Legal/Admin

Completed.

Feedback process

Make it easy for people with disabilities to provide feedback.

Responsibility: Human Resources/Legal Admin, IT

Completed.

January 1, 2016

Accessible formats and communication supports s.12

Inform employees and customers that accessible formats are available upon request. Attempts will be made to accommodate all requested formats, and/or to provide alternate formats as much as possible. This could include, reading documents aloud to the person requesting the information, and/or providing information in written accessible formats.

All current documents that are provided to employees are being made available in a Word or PDF accessible format. NECA will accommodate as much as possible any request for alternate formats.

All communication will include "this information may be provided in another format, if required".

On-going: converting documents to accessible formats, researching alternate formats that can be made available.

Pending: Training will be provided to all Managers regarding this requirement, and how to make documents accessible.

Responsibility: Human Resources, Management

Completion date: training delayed estimated completion September 30, 2016, training delayed, new estimate completion March 31, 2017,

Update: No requests for alternate formats have been made as of the current revision date

Employment

NECA will consider all accommodation requests, and will work with the employee to make every effort possible up to the point of undue hardship to accommodate by; changing/modifying workstations, work areas (downstairs as opposed to upstairs), modifying work or work conditions (if possible) computer screens, software, etc.

Workplace emergency response information s.27

Workplace emergency response will be provided to employees with disabilities. NECA has not received any requests to date.

The current revisions to Health and Safety manual and emergency evacuation procedures include references to people with disabilities, and the individual accommodation plan.

Individual accommodation plans will include emergency response requirements.

Responsibility: Human Resources

Completed

Recruiting s.22-24

Include wording regarding accommodation on employment ads, and during interview process.

Ads template revised to include wording on accommodation.

Include in interview process.

Responsibility: Human Resources

Completed: 2016.

Informing employees of supports s.25

Include statements about accommodation in employment ads, on offer letters, in contracts and in policy manual.

Note: NECA has not currently received any requests for accommodation and is unaware of any employees who may require accommodation. Should this become necessary, NECA will work with any disabled employee and or potential hire to determine how they can best be accommodated.

Statement has been included in employment ads, the new policy manual revision includes a section relating to Discrimination and Accommodation with specific wording as recommended in the AODA standards.

Management policy manual and Employee Handbook revised and issued.

Accommodation statement has been added to all new job offers, contracts and included in external and Internal job postings.

AODA employee manual rolled out to all employees, and included in new hire orientation program as part of AODA training.

Responsibility: Human Resources

Completed: Sept. 2016

Accessible formats and communications supports for employees s.26

Accessible Formats– Include but are not limited to large print, recorded audio, electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, such as telephone relay services, plain language, sign language and other supports that facilitate effective communications.

Action TBD: Provide alternate media for information when requested. NECA will continue to work on researching; preparing solutions should this become necessary in the future.

Responsible: Human Resources

Completion: ongoing.

Update: No requests have been made as of the current revision date

Documented individual accommodation plans, performance management, career development and redeployment s.28, 30-32.

To be provided upon need and request.

Policy and procedure has been included in the new revision of the management policy manual and Employee Handbook under Discrimination and Accommodation.

An AODA employee booklet, with sample forms and documents for information, was sent out to all employees.

Responsible: Human Resources

Completed: Sept. 2016.

Return to work processes s.29

Policies are already in place to accommodate return to work whenever possible.

No current need but will be provided upon need and request.

Responsible: Human Resources

Completed.

December 31, 2017

File an Accessibility compliance report

Completed: Nov. 3, 2017

December 31, 2020

File an Accessibility compliance report

Completed

January 1, 2021

Websites

All internet websites and web content must conform with WCAG 2.0 Level s.14

Actions taken: I.T. has been informed of our requirements to conform with this standard. They will initiate a search for an appropriate web developer to help us make our website accessible. A project plan will be developed once a vendor has been chosen.

Update: Website has been updated with Nippon Express Corporation (Japan). IT will work with NEC to ensure compliance with AODA and global requirements

Responsible: IT, Human Resources

Completed: 2021

December 31, 2020

File an Accessibility compliance report

Completed