

**ACCESSIBILITY FOR ONTARIAN WITH DISABILITIES ACT, 2005
INTEGRATED ACCESSIBILITY STANDARDS – MULTI YEAR PLAN**

LAST UPDTED: June 2021

Part I – General Requirements

IASR Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	Accessibility policies have been completed and posted on the NBOC external website, internal intranet, and health and safety boards.	Policy completed and will be reviewed on an semi-annual basis	March 2016
4	Accessibility Plans	4. (1) Large organizations shall, (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; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	Multi-year Plan is complete and posted on external website and internal intranet.	Complete. Plan to be reviewed prior to January 2026.	June 2021
7	Training	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	Training in assigned to all new employees to be completed shortly after start date and available in multiple formats	Complete for all internal staff and ongoing for new hires.	December 2017

		<p>Human Rights Code as it pertains to persons with disabilities to,</p> <p>(a) all persons who are an employee of, or a volunteer with, the organization;</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>upon request. NBOC also maintains a record of completion.</p>		
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PART II – Information and Communication Standards

IASR Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	<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 the provision of accessible formats and communications supports, upon request.</p>	<p>Feedback options are available in multiple formats including email, in-person, phone, mail, via social media. Alternative methods are available upon request.</p>	Complete	
12	Accessible Formats & Communication Supports	<p>12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>Upon request and in accordance the legislation, NBOC will provide communication supports and make information available in a manner that takes into account the person's accessibility needs.</p>	Complete with support ongoing	December 2018
12		<p>12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an</p>	<p>When a request is made and while determining accessible formats, staff and volunteers</p>	Ongoing	

		accessible format or communication support.	will consult with the person making the request to ensure the format provided is appropriate.		
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Our accessibility policies and requests for accessible formats are available on our website. Staff working directly with the public are informed of NBOCs intent to provide accessible formats for communications.	Complete with support ongoing	December 2018
14	Accessible websites and web content	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, and shall do so in accordance with the schedule set out in this section	All content on the NBOC website is compliant with WCAG 2.0 guidelines at level AA and monitored regularly to ensure compliance.	Complete	June 2021

PART III – Employment Standards

IASR Section	Initiative	Descriptions	Action	Status	Completion Date
22	Recruitment, General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	A statement regarding our commitment to accommodations for persons with disabilities is included in every job posting to inform prospective applicants. Upon request accessibility accommodations are available throughout the application and assessment process	Complete with support ongoing	

23	Recruitment, Assessment or Selection Process	23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	All current job postings included a statement regarding accessibility and accommodation needs. All candidates are able to request accommodation needs at any time.	Complete, ongoing	
23		23. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	All candidates are able to request accommodation at any time during the candidate selection process. NBOC will accommodate any request for accommodation it is able to.	Complete, ongoing	
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	All successful candidates are provided with access to company policies regarding accommodation.	Complete, ongoing	
25	Informing Employees of Supports	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	All company policies on accommodation are available to any employee with staff notified of any updates to accommodation policies.	Complete, ongoing	
25		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	All employees are provided with access to policies on their first day of employment.	Complete, ongoing	
25		25. (3) 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.	NBOC notifies all employees of changes to any policy as soon as reasonably possible. Updated policies are kept on the company intranet.	Complete, ongoing	
26	Accessible Formats and	26. (1) In addition to its obligations under section 12, where an employee with a	NBOC provides all employees with the ability to make an	Complete, ongoing	

	Communication Supports for Employees	<p>disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<p>accommodation request and consults with the individual employee on their needs, including providing information in a more accessible format.</p>		
26		<p>26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>As above.</p>	<p>Complete, ongoing</p>	
27	Workplace Emergency Response Information	<p>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.</p>	<p>All employees with an accommodation request are included in an emergency response plan in consultation with their individual needs.</p>	<p>Complete, ongoing</p>	
27		<p>(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 provide assistance to the employee.</p>	<p>NBOC consults with any employee with an individual response plan to ensure the person designated to provide assistance has complete information and is aware of their responsibilities.</p>	<p>Complete, ongoing</p>	
27		<p>(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>	<p>After an accommodation request is made, NBOC initiates the creation of an individualized emergency response plan, if needed.</p>	<p>Complete, ongoing</p>	
27		<p>(4) Every employer shall review the individualized workplace emergency response information,</p>	<p>All employees with an individualized emergency response plan are able to</p>	<p>Complete, ongoing</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>	participate in the review and updating of their plan.		
28	Documented Individual Accommodation Plans	28. (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	All accommodation plans are by request for the individual.	Ongoing	
28		<p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative</p>	All accommodations plans are designed to meet the needs to the individual making the request.	Ongoing	

		<p>from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>29. (1) Every employer, other than an employer that is a small organization,</p> <p>(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; and</p> <p>(b) shall document the process.</p>	The Human Resources team work with any employee that has been absent due to disability or related accommodation in order to develop a return to work plan in conjunction with recommendations by medical professional.	Complete. Return to work plans are developed as needed.	
29		<p>29. (2) The return to work process shall,</p> <p>(a) 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; and</p>	All return -to-work plans are designed to meet the accommodation needs of the individual employee.	Complete. Plans are developed as needed.	

		(b) use documented individual accommodation plans, as described in section 28, as part of the process.			
29		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	See above	Complete	
30	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	All NBOC employees have their individual accommodation plans considered with regards to performance management.	Complete	
31	Career Development & Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	NBOC does not have a formal career development and advancement program.	Complete	
32	Redeployment	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	All re-deployment processes and procedures are discussed with the individual employee.	Complete	