

Multi-Year Accessibility Plan

Action	Compliance Date	Responsibility	Status
Part I – General This section of the Regulation requires us to: <ul style="list-style-type: none"> • develop & maintain an accessibility policy and a multi-year accessibility plan • self-service kiosks – consider accessibility features that best meet the needs of customers • ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code 			
Accessibility Policies			
* Develop and implement Integrated Accessibility Standards Policy.	August, 2014	Director of HR & Business Services	Complete
* Make the Policy publicly available and provide in an accessible format, upon request.			
* Review & update as required			
Develop a multi-year accessibility plan			
* A Multi Year Accessibility Plan was developed.	August, 2014	Director of HR & Business Services	Complete
* Post multi-year accessibility plan on website and provide in an accessible format, upon request.			
* Review and update the plan at least once every five years.	Jan 1, 2019	Director of HR & Business Services	Plan to be reviewed and updated by Jan 1, 2019
Self-service kiosks			
* Process was developed as guidance for employees to have regard for the need of persons with disabilities when procuring or acquiring self-service kiosks.	August 2014	Director of HR & Business Services	Complete
Training			
* Ensure that training is developed on the IASR and the Human Rights Code as it pertains to persons with disabilities and is provided by Jan 1, 2015 to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of Markhaven, Inc. Update training as required.	Jan 1, 2015 & Ongoing	Director of HR & Business Services	Complete
* Keep a record of the dates of training and the individuals who received the training.			
Part II – Information and Communications Standards This section of the Regulation includes requirements related to: <ul style="list-style-type: none"> • accessible feedback processes • accessible formats and communication supports • publically available emergency procedures, plans, public safety information • accessible websites and web content 			
Feedback processes			
*Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR.	August 2014	Director of HR & Business Services	Complete
Accessible formats and communication supports			
*Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.	August 2014 & Ongoing	Director of HR & Business Services	Complete
* Consult with person making the request to determine suitability of accessible format or communication support.			
* Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons.			

Emergency procedures, plans or public safety information			
* Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.	August 2014 & Ongoing	Director of HR & Business Services	Complete
Accessible websites and web content			
* Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).	September 2012 & ongoing	Web Development Services Executive Director	Complete
* Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.			
Part III – Employment Standards			
This section of the Regulation includes requirements related to:			
<ul style="list-style-type: none"> recruitment, assessment and selection accessible formats and communication supports for employees workplace emergency response individual accommodation plans and return to work processes performance management, career development and redeployment 			
Recruitment, Assessment, Selection			
* Review and update existing recruitment, policies, procedures and processes.	Jan 1, 2016 & Ongoing	Director of HR & Business Services	Complete
* Specify that accommodation is available for applicants with disabilities on the website and on job postings.			
* Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation.			
* If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.			
Informing employees of supports			
* Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities.	Jan 1, 2016	Director of HR & Business Services	Complete
* Keep employees up to date on changes to policies/procedures relating to accommodation.			
Accessible formats and communication supports for employees			
* When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.	Jan 1, 2016	Director of HR & Business Services	Complete
Workplace emergency response information			
* Individualized workplace emergency response information procedures have been developed for employees with disabilities.	2012	Director of HR & Business Services	Complete
Documented individual accommodation plans / Return to work Process			
* Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.	Jan 1, 2016	Director of HR & Business Services	Complete
* Include in the process and plans all of the required elements in accordance with the provisions of the IASR.			
Performance management, career development, advancement and redeployment			
* Review and update existing policies, practices to ensure compliance with IASR	Jan 1, 2016	Director of HR & Business Services	Complete
* Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing			

career development & advancement opportunities and considering redeployment.			
<p>Part IV.1 – Design of Public Spaces Standards</p> <p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> • recreational trails & beach access routes (NA) • outdoor public use eating areas & outdoor play spaces • exterior paths of travel • parking • obtaining service • maintenance 			
Obtaining service – Make service counters, queuing guide and waiting areas accessible.			
* Where practicable, all indoor or outdoor newly constructed areas and all newly constructed or redeveloped common areas will conform to all of the required elements in accordance with the provisions of the IASR.	Jan 1, 2017	Executive Director	
Maintain the accessible parts of our public spaces.			
* Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR.	Jan 1, 2017	Director of HR & Business Services	
Make parking accessible			
* Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR.	Jan 1, 2017	Executive Director	
Make exterior paths of travel accessible.			
* Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.	Jan 1, 2017	Executive Director	
Make outdoor public eating areas accessible.			
* If newly constructing or redeveloping outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR.	Jan 1, 2017	Executive Director	
Make outdoor play spaces accessible (i.e. swings, splash pads, natural features such as sand and logs).			
* If building new or redeveloping outdoor play spaces, e.g. gardens, follow consultation process and technical requirements, where practicable, in accordance with the provisions of the IASR.	Jan 1, 2017	Executive Director	