

Multi-year Accessibility Plan - 2017 – 2022

OVERVIEW

Commissionaires Great Lakes' Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

Commissionaires Great Lakes takes its obligations under the IASR and Accessibility for Ontarians with Disabilities Act (AODA) very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

STATEMENT OF COMMITMENT

Commissionaires Great Lakes is committed to providing a barrier-free environment for all stakeholders, including our clients, customers, employees, job applicants, suppliers, and visitors who may enter our premises, access our information or use our services. As an organization, we respect and uphold the requirements set forth under the AODA and its associated standards and regulations and ensure that we offer a safe and welcoming environment that respects each Person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, Commissionaires Great Lakes will continue to incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices.

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working within or visiting our offices;
- Taking a training course;
- Accessing our information;
- Procuring our services in Person, on-line or via phone

Questions or concerns regarding CGL's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Accessibility Coordinator or submitted via the company's AODA Feedback Process. We encourage any individual interested in providing feedback to do so through any of the means listed on the Accessibility page of our website <https://commissionaires-cgl.ca>

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Part I – General

This section of the Regulation requires us to:

- develop & maintain an accessibility policy
- develop & maintain a multi-year accessibility plan
- ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

Action	Compliance Date	Responsibility	Status
<p>Accessibility Policies</p> <ul style="list-style-type: none"> • Develop and implement Customer Service Accessibility Standards Policy. • Make the Policy publicly available and provide it in an accessible format upon request. • Review & update as required 	Jan 1, 2014	Executive Committee, Accessibility Coordinator and Human Resources Team	Complete
<p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> • Develop a Multi-Year Accessibility Plan • Post multi-year accessibility plan on the website and provide in an accessible format, upon request • Review and update the plan at least once every year. 	Jan 1, 2014	Executive Committee, Accessibility Coordinator and Human Resources Team	Complete (annual review ongoing)

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Action	Compliance Date	Responsibility	Status
Training <ul style="list-style-type: none"> • Ensure that all employees have completed the AODA training. 	Jan 1, 2012 (and ongoing)	Accessibility Coordinator, Training Manager, Human Resources Team	Complete (ongoing for new hires/volunteers)
<ul style="list-style-type: none"> • All new employees complete the AODA training within the first week if in-class or within 30days of correspondence. • Keep a record of the dates of training and the individuals who received the training • Enhanced Human Rights Code training for all Supervisors (in progress) • Audit Personnel files annually to ensure compliance 			
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Part II – Information and Communications Standards

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication support
- publicly available emergency procedures, plans, public safety information
- accessible websites and web content

Action	Compliance Date	Responsibility	Status
<p>Feedback processes</p> <ul style="list-style-type: none"> • Create a process for receiving and responding to feedback • Ensure processes are accessible and meet the requirements of the IASR. 	Jan 1, 2015	Accessibility Coordinator and Human Resources Team	Complete
<p>Accessible formats and communication support</p> <ul style="list-style-type: none"> • Upon request, to the extent practicable, provide accessible formats and communication supports for persons with disabilities. • Consult with the Person requesting to determine the 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 the regular cost charged to other persons. • On-line security guard course in accessible formats implementation - 2017 • As an ISO Registered Company, we will indoctrinate the applicable accessibility document into our Quality Management System - 2016 	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)

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Action	Compliance Date	Responsibility	Status
Emergency procedures, plans or public safety information. <ul style="list-style-type: none"> • 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 	Jan 1, 2012	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)
Accessible websites and web content <ul style="list-style-type: none"> • 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 Internal employee intranet redesigned and implemented with accessibility features (in progress) 	Jan 1, 2014 and Jan 1, 2021	Accessibility Coordinator and Webmaster/Designer	Complete
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Part III – Employment Standards

This section of the Regulation includes requirements related to:

- recruitment, assessment and selection
- accessible formats and communication support for employees
- workplace emergency response
- individual accommodation plans and return to work processes
- performance management, career development and redeployment

Action	Compliance Date	Responsibility	Status
<p>Recruitment, Assessment, Selection</p> <ul style="list-style-type: none"> • Review and update existing recruitment policies, procedures and processes. • Specify that accommodation is available for applicants with disabilities on the website and 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 enrollment • If selected applicant requests accommodation, consult with the applicant and arrange for the provision of suitable accommodation that considers the applicant's accessibility needs due to a disability. • Electronic application form to accessible formats upon request • Applicant testing to be available in accessible formats as requested. 	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (with ongoing maintenance)</p>

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<p>Informing employees of support</p> <ul style="list-style-type: none"> • Inform current employees and new hires as soon as practicable after employment of policies supporting employees with disabilities. Sec 3.8 of Policy and Procedure manual • Keep employees up to date on changes to policies/procedures relating to accommodation. Updates available in accessible formats such as employee intranet, email, PAR and hard copy. 	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (with ongoing maintenance)</p>
<p>Accessible formats and communication support for employees</p> <ul style="list-style-type: none"> • When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for suitable accessible formats and communication supports needed to perform the employee's job. 	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (with ongoing maintenance)</p>
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • Individualized workplace emergency response information procedures have been developed for employees with disabilities. 	<p>Jan 1, 2012</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (and ongoing maintenance)</p>
<p>Documented individual accommodation plans / Return to Work Process</p> <ul style="list-style-type: none"> • Create a written process for developing documented individual accommodation plans and return to work plans for employees with disabilities. • Include in the process and plans all of the required elements in accordance with the provisions of the IASR 	<p>Jan 1, 2016</p>	<p>Accessibility Coordinator and Human Resources Team</p>	<p>Complete (with ongoing maintenance)</p>

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<p>Performance management, career development, advancement and redeployment</p> <ul style="list-style-type: none">• Review and update existing policies, practices to ensure compliance with IASR• 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	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)
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Part IV. – Design of Public Spaces Standards

This section of the Regulation includes requirements related to:

- recreational trails & beach access routes (NA)
- outdoor public use eating areas & outdoor play spaces (NA)
- exterior paths of travel
- parking
- obtaining service
- maintenance

Action	Compliance Date	Responsibility	Status
<p>Obtaining service – Make service counters and waiting areas accessible.</p> <ul style="list-style-type: none"> • Where practicable, all indoor or outdoor newly constructed service counters all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR. • Move of Head Office to Oakville, Ontario - comprehend accessibility needs of customers and employees – (Completed -2021) 	Jan 1, 2017	Executive Committee, Director of Operations, Accessibility Coordinator, Senior Director, Finance Administration & Fleet Manager, Human Resources Team	Completed
<p>Maintain the accessible parts of our public spaces.</p> <ul style="list-style-type: none"> • Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR • Accommodation, upon request, for accessible training courses in our main floor boardrooms in both Head Office and London Office (Barrie already accessible) • Accessible access/egress to London, Oakville and Barrie offices (complete) 	Jan 1, 2017	Senior Director, Finance Administration & Fleet Manager, Accessibility Coordinator, Facilities Manager, Human Resources Team	In progress

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<p>Make parking accessible.</p> <ul style="list-style-type: none"> Where practicable, new and redeveloped parking areas meet technical requirements in accordance with the provisions of the IASR – Completed Head Office (HQ), Oakville, ON L6H 5S4) 	<p>Jan 1, 2017</p>	<p>Accessibility Coordinator, Senior Director, Finance Administration & Fleet Manager, Human Resources Team</p>	<p>Completed</p>
<p>Make exterior paths of travel accessible.</p> <ul style="list-style-type: none"> 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 that meets specific technical requirements in accordance with the provisions of the IASR 	<p>Jan 1, 2017</p>	<p>Executive Committee, Accessibility Coordinator, Senior Director, Finance Administration & Fleet Manager, Human Resources Team</p>	<p>Completed</p>
<p>Make outdoor public eating areas accessible.</p> <ul style="list-style-type: none"> If newly constructing or redeveloping outdoor public eating areas, where practicable, meet specific technical requirements in accordance with the provisions of the IASR. 	<p>Jan 1, 2017</p>	<p>Executive Committee, Director of Operations, Accessibility Coordinator, Senior Director, Finance Administration & Fleet Manager, Human Resources Team</p>	<p>Not yet started</p>
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