

## Integrated Accessibility Standard Regulation – Multi-Year Accessibility Plan

### Category: Information & Communication

Initiative	Description	Action(s)	AODA Compliance Date
1. <b>Feedback from Customers &amp; Employees</b>	<b>Sec. 11</b> Receiving and providing feedback in an accessible format	<p>Under the Customer Service Standard, a feedback process was established for receiving and responding to feedback specifically about the manner in which Yurek provides accessible goods or services to people with disabilities.</p> <p>Yurek solicits feedback from its customers in a variety of ways: including meetings with client organizations and employ surveys from retail customers. The availability of accessible formats of the feedback process will be communicated based on the method used.</p> <p>Yurek does currently solicits feedback from its employees through employee surveys completed every 12-18 months. The survey is web/computer based which meets accessibility requirements but employees have to option to complete using other methods on request by notifying Human Resources.</p>	1-Jan-2015
2. <b>Accessible Formats and Communication Supports</b>	<b>Sec. 12</b> Information about their goods and services or facilities	<p>Yurek shall upon request provide or arrange for the provision of accessible formats for persons with disabilities.</p> <p>The availability of accessible formats and communication supports will be communicated through the “one pager” on AODA posted at all customer entrances.</p>	1-Jan-2016
<b>Sec. 12</b> Communication Supports	<p>Communication supports will be provided in a timely manner which takes into account the person's needs. The cost to provide this service shall not be incurred by the customer/client. The customer/client will be consulted with to determine the suitability of a communication support. A list of local service providers will be on site to facilitate this process.</p>		

Initiative		Description	Action(s)	AODA Compliance Date
3.	<b>Unconvertible Information</b>	<b>Sec. 12</b> Examples: blue prints or x-rays	Communication supports or alternative accommodations will be provided based on the needs of the person with the disability. At this time, Yurek cannot provide accessible formats of schematics, blue prints or AutoCAD documents.	1-Jan-2016
4.	<b>Meeting requests in a timely manner</b>	<b>Sec. 12</b> HTML, MS Word, accessible electronic formats	Yurek shall upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.	1-Jan-2016
5.	<b>Posting Requirements</b>	<b>Sec. 12</b> Public must be notified about accessible formats & communication supports	Yurek will notify the public about the availability of accessible formats and communication supports via AODA posting at all public entrances.	1-Jan-2016
6.	<b>Emergency Procedures / Plan or Public Safety Information</b>	<b>Sec. 13</b> If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information	Any emergency procedures/plan or public safety information Yurek makes publicly available will be made available in an accessible format upon request.  In addition, personal protective equipment requirements and/or health and safety information communicated prior to facility tours will be made available upon request in an accessible format. The format is dependent upon the request of the individual.	1-Jan-2012

Initiative	Description	Action(s)	AODA Compliance Date
7. Accessible Websites & Web Content	<p><b>Sec. 14</b> Applies to new internet websites &amp; content WCAG 2.0 (World Wide Web Consortium web content accessibility guidelines at Level A)</p>	<p>Yurek does not have plans for a significant refresh (more than 50% of content, design or technology) of its website or a new URL. However, if we do conduct a significant refresh, it will conform.</p>	<p>1-Jan-2014</p>
	<p><b>Sec. 14</b> All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA)</p>	<p>Applicable Yurek internet websites will conform to the requirements as set out in the Accessibility Guidelines 2.0.</p>	<p>1-Jan-2021</p>

**Category: Employment**

Initiative	Description	Action(s)	AODA Compliance Date
1. Recruitment, Assessment and Selection	<p><b>Sec. 22</b> Notify employees and public about availability of accommodation(s) for applicants in the recruitment process</p>	<p>A statement about the availability of accommodations to participate in this process has been added to the company's "Career" page.</p> <p>If placement agencies/recruiters are utilized, Yurek will ensure they are fulfilling the requirements under the AODA.</p> <p>When conducting a telephone pre-screen interview the availability of accommodations will be made know verbally to the candidate.</p> <p>All internal and external postings also contain information on the availability of accommodations to participate in the recruitment, assessment and selection process.</p>	1-Jan-2016
2. Recruitment, Assessment and Selection	<p><b>Sec. 23</b> Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available</p>	<p>Yurek will notify applicants when they are contacted for an interview about the availability of accommodations during the selection process. This will be done when booking an interview date and time.</p>	1-Jan-2016
	<p><b>Sec. 24</b> Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities</p>	<p>Yurek will notify the successful applicant(s) of their policies for accommodating employees with disabilities through a formal/written offer of employment.</p>	1-Jan-2016

Initiative		Description	Action(s)	AODA Compliance Date
		<b>Sec. 25</b> Informing Employees of Supports - all employees must be informed of policies used to support employees with disabilities (existing employees, new hires and when there is a change to the policy)	Yurek will inform all employees of their policies for supporting employees with disabilities, as required.  Add to slide to new hire orientation	1-Jan-2016
3.	<b>Accessible formats and communication supports for employees</b>	<b>Sec. 26</b> Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace	Yurek will, upon request, consult with an employee with a disability to determine which accessible formats or communications supports they require to perform the duties of their job. An individual accommodation plan will be completed and the accessible formats and/or communication supports that will be provided to the employee will be noted in the plan.	1-Jan-2016
4.	<b>Workplace emergency response information</b>	<b>Sec. 27</b> Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations	Yurek will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency. With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability. A memo will be posted on the Health and Safety Board to communicate this.	1-Jan-2012

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5. <b>Documented individual accommodation plans</b>	<b>Sec. 28</b> Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency	Yurek will create an individual accommodation plan for any employee for which they have been made aware has a disability. There may be times when Yurek will initiate a dialogue to offer assistance and accommodation for employees who have a disability. The employee will be included in the development of the plan. Yurek may seek outside medical or other expert evaluations in order to provide appropriate supports. The plan will be reviewed when there is a change in the employee's disability or job.	1-Jan-2016
6. <b>Return to Work process</b>	<b>Sec. 29</b> Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work	Yurek 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. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply.	1-Jan-2016

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7. <b>Performance Management</b>	<p><b>Sec. 30</b> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities</p>	<p>Yurek will consider the accessibility needs of employees with disabilities in the area of performance management.</p>	<p>1-Jan-2016</p>
8. <b>Career Development and Advancement</b>	<p><b>Sec. 31</b> Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them</p>	<p>Yurek will take into account what accommodations employees with disabilities may need to succeed elsewhere in the organization or to take on new responsibilities in their current position. If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.</p>	<p>01-Jan-16</p>

Initiative	Description	Action(s)	AODA Compliance Date
9.	<b>Redeployment</b>	Human Resources will assess diversity and accommodation requests during restructuring exercises ensuring fair and equitable processes and will consider accommodation requests in cases of redeployment.	01-Jan-16

This accessibility plan is available on our website. The plan is available in an accessible format upon request; the plan will be reviewed and updated at least once every five years. - O. Reg. 191/11, s. 4 (1).