



## INTEGRATED ACCESSIBILITY STANDARDS – Multi-Year Plan

### **Introduction:**

The Accessibility for Ontarians with Disabilities Act, 2005, (AODA) was passed in June 2005, with the purpose of developing, implementing, and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards. These standards focus on identifying, preventing and removing barriers to address the current and future requirements set out under the IASR.

### **Statement of Commitment:**

Bingemans is committed to excellence in serving all customers including people with disabilities. All customer service provided by Bingemans shall follow the ideals of dignity, independence, integration, and equal opportunity.

As part of our commitment to accessibility, we will ensure that Bingemans' staff are trained and familiar with various devices that may be used by customers with disabilities while accessing goods or services. We will communicate with people with disabilities in ways that take into account their disability.

As we continue to improve our services for people with disabilities, we will post changes here within our accessibility statement, so you will know the progress we are making.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Bingemans will make every reasonable effort to notify customers promptly. We will provide information including the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The following accessibility standards are applicable to Bingemans under the IASR:

1. General Requirements
2. Information and Communication Standards
3. Employment Standards
4. Design of Public Spaces Standards

As part of the mandate to improve accessibility at Bingemans, the organization has developed a multi-year accessibility plan that will be made available online and in alternative formats if requested. Bingemans will establish, review and update this plan in consultation with persons with disabilities, post the accessibility plan on its website ([www.bingemans.com](http://www.bingemans.com)), and report the progress of the implementation of this plan on its website, as required. Bingemans will also provide the plan in an accessible format, upon request, and review and update this plan at least once every five years.

## Part I – GENERAL REQUIREMENTS

This section of the Regulation requires Bingemans to:

- Develop accessibility policies and a multi-year accessibility plan
- Report annually on the progress of the multi-year plan
- Ensure staff and volunteers have been trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

Initiative	Description	Action	Compliance
Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Completed by Human Resources	January 1, 2014
Accessibility Plans	<p>Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>Ongoing and will be implemented according to the timeframes set out in our plan. – by Human Resources</p> <p>Completed by Human Resources</p> <p>Stakeholders will review once a year.</p>	January 1, 2014
Self-Serve Kiosks (including point-of-sale systems)	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Ensure adequate space surrounding self-serve terminals/	January 1, 2014
Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.	<ul style="list-style-type: none"> <li>• Developing appropriate training content and delivery</li> <li>• Ensure that training is provided on any changes to the prescribed policies on an ongoing basis</li> <li>• Maintain a record of the training provided, including the dates that training was provided and to whom</li> </ul>	January 1, 2015

**Part 2 – Information and Communication Standards**

This section of the Regulation includes requirements related to:

- Accessible websites and web content
- Accessible feedback processes
- Accessible formats and communication supports

Initiative	Description	Action	Compliance Date
Feedback	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 accessible formats and communications supports, upon request.	Feedback processes identified.  Alternative formats will be determined individually, based on needs.	January 1, 2015
Accessible Formats & Communication Supports	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, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Options will be provided in a timely manner at no additional cost, upon request.	January 1, 2016
	The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Persons requesting accessible formats will be consulted.	January 1, 2016
	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Public is informed through publication of IASR Policy on website.	January 1, 2016

<p>Accessible Websites &amp; Web Content</p>	<p>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.</p>	<p>Accessing website.</p>	<p><b>After January 1, 2014</b>  New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p><b>January 1, 2021</b>  All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> <li>• success criteria 1.2.4 Captions (Live)</li> <li>• success criteria 1.2.5 Audio Descriptions (Pre-recorded).</li> </ul>
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**Part 3 – Employment Standards**

This section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response
- Return to work processes
- Performance management, career development, and redeployment

Initiative	Description	Action	Compliance
Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Notify employees and the public of availability of accommodation for applicants with disabilities in the recruitment process <ul style="list-style-type: none"> <li>• Existing recruitment policies, procedures and processes have been reviewed and updated</li> <li>• Updated job posting templates to include accessibility statement</li> </ul>	January 1, 2016
Recruitment, Assessment or Selection Process	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. (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.	Updated recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request	January 1, 2016
Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Created an accommodation procedure and have updated employment offer letters	January 1, 2016

Informing Employees of Supports	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.	Employees informed through policy circulation and training.	January 1, 2016
	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Employees will be informed as part of the orientation process.	January 1, 2016
	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.	Keep employees up to date to changes to existing policies on job accommodations with respect to disabilities. IASR policy forwarded to all employees for review and signature.	January 1, 2016
Accessibility Formats & Communication Supports for Employees	<p>In addition to its obligation under section 12, where an employee with a 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>Bingemans will provide accessible formats and communication supports in a timely manner to requested staff, at no additional cost</p> <p>Employees will be consulted when determining suitable accessible formats for both (a) and (b).</p>	January 1, 2016
	. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Employees will be consulted when determining suitable accessible formats.	January 1, 2016

<p>Workplace Emergency Response Information</p>	<p>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>Policy is in place.</p>	<p>January 1, 2016</p>
	<p>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>Part of process with employee's consent.</p>	<p>January 1, 2016</p>
	<p>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>Information will be provided to employees as soon as the need for accommodation has become known.</p>	<p>January 1, 2016</p>
	<p>Every employer shall review the individualized workplace emergency response information,  (a) when the employee moves to a different location in the organization;  (b) when the employee's overall accommodations needs or plans are reviewed; and  (c) when the employer reviews its general emergency response policies.</p>	<p>Individualized workplace response information will be reviewed when any change occurs that impacts the employee with the disability.</p>	<p>January 1, 2016</p>

<p>Documented Individual Accommodation Plan</p>	<p>28.(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities</p> <p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>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 from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>	<p>Policy in place</p>	<p>January 1, 2016</p>
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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 shall document the process.</p>	Will adapt current return to work program based on individual assessments.	January 1, 2016
	<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> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>		January 1, 2016
	<p>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.</p>		January 1, 2016
Performance Management	<p>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</p>	Employees will be consulted when determining suitable accessible formats.	January 1, 2016
Career Development & Advancement	<p>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.</p>	Employees will be consulted when determining suitable accessible formats.	January 1, 2016