

ACCESSIBILITY PLAN

INTEGRATED ACCESSIBILITY STANDARD

Infrastructure Health and Safety Association (the “IHSA”) is committed to meeting the accessibility needs of individuals with disabilities in a timely manner. In order to meet this goal and to comply with the requirements as defined for ‘large organizations’ under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and the *Integrated Accessibility Standard* under Ontario Regulation 191/11, IHSA has developed the following multi-year accessibility plan. This plan will be reviewed annually or as required. In addition to the Accessibility Plan, additional references can be made to Policy 3-01 Accessibility Standards for Customer Service, Policy 3-17 Integrated Accessibility Standard, Policy 3-11 Recruitment and Selection.

General Requirements

Legislative Requirement	Deadline	Required Action	Implementation Status	Status as of October 31, 2023
Development of Accessibility Policies and Statement of Commitment	January 1, 2014	<p>IHSA must create written policies pertaining to meeting the requirements under the <i>Integrated Accessibility Standard</i>. The policies must include a statement of commitment.</p> <p>IHSA must ensure that the policies are available to the public and in an accessible format upon request.</p>	Policy 3-17 Integrated Accessibility standard can be found on IHSA.ca	<p>Currently compliant with legislative requirements. We’ve added the “tips” sheet to new hire orientation.</p> <p>Statement of Commitment was reviewed and revised and posted on our website (November 2016)</p>
Development of an Accessibility Plan	January 1, 2014	<p>IHSA must create a multi-year accessibility plan that must be reviewed at least once every five years.</p> <p>IHSA must post the plan on IHSA website and make it available in an accessible format upon request.</p>	<p>The Accessibility Plan is currently in the process of being posted on IHSA website at www.ihsa.ca.</p> <p>The accessibility plan will be reviewed before January 1, 2019.</p>	<p>Currently compliant with legislative requirements.</p> <p>Plan posted on www.IHSA.ca, to be updated and reposted quarterly.</p> <p>Update: Committee to meet every 6 months, review, update and post plan accordingly.</p>

Self-Serve Kiosks	January 1, 2014	IHSA must have regard for accessibility features when designing, procuring or acquiring self-serve kiosks.	IHSA does not currently design, procure or acquire any self-service kiosks.	n/a
Training	January 1, 2015	IHSA must provide training on the requirements of the accessibility standards to all employees and volunteers, individuals involved in the development of policies and any third parties providing goods or services on the behalf of IHSA.	New employees complete online training through HR Downloads for the Customer Service and IASR, certificates are uploaded in eCompliance. Accessibility statement regarding accommodation has been added to IHSA.ca Training page & confirmation letters.	Currently compliant with legislative requirements.
Other	January 1, 2017	Design of Public Spaces Standard for the build environment is in development.	Not applicable to IHSA	Not applicable to IHSA
File an Accessibility Compliance Report	December 31, 2017	Complete and file report.	Complete.	Report completed in November 2017. Report completed in November 2020. Next report to be completed in December 2023.

Information and Communication Standard

Legislative Requirement	Deadline	Required Action	Implementation Status	Status as of October 31, 2023
Feedback	January 1, 2015	IHSA must ensure that its feedback process is accessible to people with disabilities by providing accessible formats and communication supports upon request.	PDF and Word versions of the feedback form are available on IHSA.ca	Currently compliant with legislative requirements "Contact Us" link has been added to AODA webpage. AODA Group email has been created (March 2018).
Accessible formats and communication supports	January 1, 2016	IHSA must provide accessible formats and communication supports to individuals with disabilities when requested at no additional cost.	Accessible formats and Communication Supports for persons with disabilities will be provided, upon request, taking into account the	Currently compliant with legislative requirements Reasonable accommodations will

			individual's accessibility needs due to disability. The Information will be provided in a timely manner and at a cost that is no more than the regular price charged to others.	be made upon request.
Emergency Procedures, Plans and Public Safety Information	January 1, 2012	IHSA must provide any emergency procedures, plans or public safety information that is made available to the public in an accessible format upon request.	IHSA provides information on emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports as soon as practicable when requested.	Currently compliant with legislative requirements Reasonable accommodations will be made upon request.
Accessible Websites and Web Content	January 1, 2014 for new websites. January 1, 2021 for all web material.	All new internet websites and corresponding content must comply with the WCAG 2.0 Level A by January 1, 2014. All internet websites and web content must conform with WCAG 2.0 Level AA, other than (a) success criteria 1.2.4 Captions (Live), and (b) success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021.	IHSA website is compliant with WCAG.2.0 A. Review WCAG 2.10 AA standard and the requirement.	Currently compliant with legislative requirements. New standard (effective January 1, 2021) will be reviewed for compliance requirements. New standard has been reviewed and meets the requirement. Screen reading tools (Read Speaker) have been installed on the new IHSA website. Vlad Kohut confirmed IHSA website is compliant on October 23, 2020 M. Russo confirmed Jun 24/21 that the new website development is being tested/tracked against AODA requirements for compliance.

Employment Standard

Legislative Requirement	Deadline	Required Action	Implementation Status	Status as of October 31, 2023
General Recruitment	January 1, 2016	IHSA must notify current employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Accommodation information included in all internal and external job postings.	Currently compliant with legislative requirements
Recruitment, Assessment or Selection process	January 1, 2016	Job applicants that are individually chosen to participate in the selection process must be notified that accommodations are available. If an accommodation is requested, IHSA must consult with the applicant when determining a suitable accommodation.	Included in IASR policy.	Currently compliant with legislative requirements
Notice to successful applicants	January 1, 2016	IHSA must notify successful job applicants about its policies related to the accommodation of employees with disabilities.	When making offers of employment, IHSA will reaffirm the successful applicant of its policies for accommodating employees with disabilities.	Currently compliant with legislative requirements.
Informing Employees of Supports	January 1, 2016	<p>Employees of IHSA must be informed of policies used to support employees with disabilities, including policies related to job accommodation for employees with disabilities.</p> <p>This information must be provided as soon as practicable to new employees.</p> <p>When changes are made to current policies related to job accommodation, updated information must be provided to employees.</p>	<p>IHSA will inform its employees of its policies used to support its employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The information will be provided to new employees as soon as practicable after they begin their employment. IHSA will provide updated information to its employees whenever there is a change to existing policies pertaining to the provision of job accommodations that take into account an</p>	Currently compliant with legislative requirements.

			employee's accessibility needs due to disability.	
Accessible Formats and Communication Supports for Employees	January 1, 2016	<p>IHSA must provide accessible formats and communication supports to an employee with a disability for: (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>IHSA must consult with the employee when determining the suitable format or communication support.</p>	<p>When requested, IHSA will consult with the employee to provide or arrange for the provision of Accessible Formats and Communication Supports to an employee with a disability where such is needed in relation to Information that is either necessary for the employee to perform the employee's job or generally available to employees in the workplace.</p>	Currently compliant with legislative requirements.
Workplace Emergency Response Information	January 1, 2016	<p>Individualized workplace emergency response information must be provided to employees with disabilities where the disability is such that the individualized information is necessary and IHSA is aware of the need for accommodation due to the employee's disability.</p> <p>IHSA must consult with employees who have disabilities to ensure that the individualized workplace emergency response information meets the employees' needs.</p> <p>IHSA must provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee, with the consent of the employee, if an employee who receives individualized workplace emergency responses information requires assistance.</p>	<p>Individualized workplace emergency response information will be provided to employees with disabilities where the disability is such that the individual requires assistance.</p>	<p>Currently compliant with legislative requirements.</p> <p>This has been added to our internal RTW checklist. ERT will be notified as appropriate.</p> <p>Sign-in/log-in sheets updated accordingly.</p>

		<p>IHSA must provide the individualized workplace emergency response information as soon as practicable after it becomes aware of the need for accommodation due to the employee's disability.</p> <p>IHSA must review an employee's individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> (a) the employee moves to a different location in IHSA; (b) the employee's overall accommodations needs or plans are reviewed; and (c) when IHSA reviews its general emergency response policies. 		
Individualized Accommodation Plan	January 1, 2016	<p>IHSA must prepare a written procedure for the development of individualized accommodation plans for employees with disabilities.</p> <p>The procedure must include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which IHSA can request an evaluation by an outside medical or other expert, at IHSA's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 	<p>IHSA will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities based on their Functional Abilities Form where required. Employees with disabilities will be provided with individualized accommodation plans.</p>	<p>Currently compliant with legislative requirements.</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 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> <p>The individualized accommodation plan must:</p> <ul style="list-style-type: none"> (a) include information regarding accessible formats and communication supports, if requested; (b) the employee's individualized emergency response information, if required; and (c) identify any other accommodation that is to be provided. 		
--	--	--	--	--

Return to Work Process	January 1, 2016	<p>IHSA must have in place a documented return to work process for employees absent due to disability who require disability related accommodation for returning to work.</p> <p>The process must outline the steps IHSA will take to facilitate the return to work process and incorporate individualized accommodation plans.</p>	IHSA has a Return to work policy, recently revised in 2015 to include AODA requirements.	<p>Currently compliant with legislative requirements.</p> <p>RTW documents updated to include communication to ERT.</p>
Performance Management	January 1, 2016	IHSA must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place during performance management.	IHSA will take into account the accessibility needs of employees with disabilities, including individual accommodation plans, when using its Performance Management process in respect of employees with disabilities.	Currently compliant with legislative requirements.
Career Development and Advancement	January 1, 2016	IHSA must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place when considering career development opportunities.	IHSA will take into account the accessibility needs of its employees with disabilities, including individual accommodation plans, when providing Career Development/Advancement to its employees with disabilities.	Currently compliant with legislative requirements.
Redeployment	January 1, 2016	IHSA must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place during the redeployment process.	IHSA will take into account the accessibility needs of its employees with disabilities, including individual accommodation plans, when there is to be a Redeployment of an employee with a disability.	Currently compliant with legislative requirements.
Procurement	January 1, 2013	IHSA must incorporate accessibility criteria and features into their procurement	IHSA requires that the selected Proponent shall comply with the	

		practices so that goods, services, and facilities are more accessible to people with disabilities, unless it is not practicable to do so.	requirements for all relevant accessibility standards established by regulation under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> .	Currently compliant with legislative requirements. All procurement documents include a statement that IHSA is compliant with AODA legislation.
--	--	---	--	---

The following committee members were in attendance at the meeting held on October 31, 2023:

Ahmed Inamdar

Alain Leger

John Matias

Manisha Patel (guest)

Andrea Robertson

Anna Rondinelli

Charmaine Robotham (absent)

Jennifer McKenzie (absent)