

Multi-Year Accessibility Plan

CONTENTS

INTRODUCTION 2

STATEMENT OF COMMITMENT..... 2

MULTI-YEAR ACCESSIBILITY PLAN 3

REVISION HISTORY 12

Introduction

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA) with the intention to make the province of Ontario fully accessible by 2025. ProntoForms strongly supports this important objective and is committed to improving opportunities for people with disabilities by preventing and removing barriers to accessibility.

This Multi-Year Accessibility Plan outlines the steps and actions that ProntoForms has taken or will be taking to prevent, identify and remove barriers to people with disabilities that might interfere with their ability to interact with ProntoForms. This plan is partial fulfillment of the obligations outlined under the Accessibility Standards for Customer Service (Ontario Regulation 429/07) (ASCS) and under the Integrated Accessibility Standards (Ontario Regulation 191/11) (IASR).

Statement of Commitment

ProntoForms is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity.

ProntoForms is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

To obtain this document in an alternative format, please contact our AODA Compliance Officer by calling 613-706-1460, by emailing accessibility@ProntoForms.com or by mail at 250-2500 Solandt, Kanata, ON K2K 3G9.

Multi-Year Accessibility Plan

Integrated Accessibility Standards, ON Regulation 191/11

IASR Section	Obligation	Steps and Actions Taken or to be Taken	Status	Compliance Date
Part 1: General Requirements				
3. 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 referred to in this Regulation. O. Reg. 191/11, s. 3 (1).	Accessibility policy and plan have been drafted and implemented.	Complete	December 31, 2014
4. Accessibility Plans	The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall, <ul style="list-style-type: none"> 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 regulations under this Regulation; b) post the accessibility plan on website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1). 	Working document is drafted and will be reviewed and updated at least once every five years. Accessibility plan is updated on website to a more accessible format.	Complete	December 31, 2014
6. Self-serve Kiosks	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or	N/A	N/A	December 31, 2014

	acquiring self-service kiosks. O. Reg. 191/11, s. 6 (2).			
7. 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 <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ul style="list-style-type: none"> a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods, services or facilities on behalf of the organization O. Reg. 191/11, s. 7 (1). 	Investigated training and development programs to ensure they meet the requirements of the accessibility standards. Developed and implemented accessibility training.	Complete	September 30, 2015
Part 2: Information and Communications Standards				
11. 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 the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).	Accessibility feedback form posted on website.	Complete	September 30, 2015
12. Accessible Formats and 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, <ul style="list-style-type: none"> a) in a timely manner that takes into 	On request, determine options for alternate formats required to support the person with a disability. Make arrangements for the provision in an accessible format.	Complete	December 31, 2014

	<p>account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11 s. 12 (1)</p>			
13. Emergency Procedure, Plans or Public Safety Information	<p>In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1).</p>	<p>Emergency procedures, plans and public safety information has been drafted and implemented.</p>	Complete	December 31, 2014
14. Accessible Websites and Web Content	<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. O. Reg. 191/11, s. 14 (2).</p>	<p>Review and update web content to the WCAG 2.0, Level AA.</p>	In Progress	<p>December 31, 2014</p> <p>December 31, 2020</p>
15. Educational and Training and Resources Materials	<p>Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> 1. Provide educational or training resources or materials in an accessible format 	N/A	N/A	December 31, 2012

	<p>that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <ul style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 			
<p>16. Training to Educators</p>	<p>In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction. O. Reg. 191/11, s. 16 (1).</p>	<p>N/A</p>	<p>N/A</p>	<p>December 31, 2012</p>

<p>17. Producers of Educational or Training Material</p>	<p>Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request make accessible or conversion ready versions of the textbooks available to the institutions. O. Reg. 191/11, s. 17 (1).</p>	<p>N/A</p>	<p>N/A</p>	<p>December 31, 2012</p>
<p>18. Libraries of Educational and Training Institutions</p>	<p>Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. O. Reg. 191/11, s. 18 (1).</p> <p>Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1). O. Reg. 191/11, s. 18 (2).</p>	<p>N/A</p>	<p>N/A</p>	<p>December 31, 2012</p>
<p>Part 3: Employment Standards</p>				
<p>22. Recruiting General</p>	<p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. O. Reg. 191/11, s. 22.</p>	<p>Internal and external recruitment websites/posting will be updated to notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.</p>	<p>Complete</p>	<p>July 1, 2015</p>
<p>23. Recruiting, Assessment or Selection Process</p>	<p>During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an</p>	<p>A notice will be placed on external and internal recruitment websites/posting indicating the</p>	<p>Complete</p>	<p>July 1, 2015</p>

	<p>assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1).</p> <p>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. O. Reg. 191/11, s. 23 (2).</p>	<p>availability of accommodations upon request for potential candidates selected for assessment.</p>		
24. Notice to Successful Applicants	<p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s. 24.</p>	<p>Offers of employment will include a statement notifying successful applicants of accommodation policies for employees with disabilities.</p>	Complete	July 1, 2015
25. Informing Employees of Supports	<p>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. O. Reg. 191/11, s. 25 (1).</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. O. Reg. 191/11, s. 25 (2).</p>	<p>Communication strategy will be developed and implemented to inform employees of the policies for supporting employees with disabilities.</p>	In Progress	July 1, 2015

	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. O. Reg. 191/11, s. 25 (3).			
26. Accessible Formats and Communication Supports for Employees	In addition to its obligations 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,	Ensure existing job accommodation process includes provisions for accessible formats and communications supports for information required by the employee.	Complete	December 31, 2014
	<ul style="list-style-type: none"> a) information that is needed in order to perform the employee's job; and b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1). <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 26 (2).</p>	Communicate with employees the availability of and process for requesting accessible formats and communication supports.	Complete	July 31, 2015
27. Workplace Emergency Response Information	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	Implement a process for the development of individualized emergency response plans for employees as required, and review set plan when reviewing general emergency response policies.	Complete	July 31, 2015

	<p>accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (1).</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. O. Reg. 191/11, s. 27 (2).</p>			
28. Documented Individual Accommodation Plans	<p>Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1).</p>	<p>Review current process for employees requesting accommodation plans and ensure it is documented properly.</p>	Complete	July 31, 2015
29. Return to Work Process	<p>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</p> <p>b) shall document the process. O. Reg. 191/11, s. 29 (1).</p> <p>The return to work process shall,</p> <p>a) outline the steps the employer will take to</p>	<p>Review existing return to work process and ensure it accounts for employees who have been absent from work due to a disability, and includes applicable individual accommodation plans.</p>	Complete	July 31, 2015

	<p>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 documented individual accommodation plans, as described in section 28, as part of the process. O. Reg. 191/11, s. 29 (2).</p> <p>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. O. Reg. 191/11, s. 29 (3).</p>			
30. Performance Management	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. O. Reg. 191/11, s. 30 (1).	N/A	N/A	December 31, 2012
31. Career Development and Advancement	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	Ensure equal opportunity is offered to employees with disabilities, by taking their disabilities into account when considering their career development and advancement.	Complete	December 31, 2014

	development and advancement to its employees with disabilities. O. Reg. 191/11, s. 31 (1).			
32. Redeployment	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. O. Reg. 191/11, s. 32	Ensure the accessibility needs of employees with disabilities and individual accommodation plans are taken into account when considering redeployment.	Complete	December 31, 2014

Revision History

Posting Date: December, 2017

Revised: N/A