



## You.i TV Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Ontario Regulation 191/11 Integrated Accessibility Standards Regulation (IASR)

## Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA), 2005 + Ontario Regulation 191/11 Integrated Accessibility Standards

### Introduction

Accessibility standards have been created as part of the Accessibility for Ontarians with Disabilities Act (AODA). These standards are rules that businesses and organizations in /0v(D)-12(A)JTEQJ11 Intei

**Part 1 ±General Requirement**

<b>Compliance Date</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>
<p><b>January 1, 2014</b></p>	<p><b>Establishment of Accessibility Policies</b></p> <ul style="list-style-type: none"> <li>” Develop, implement &amp; maintain policies to describe how to meet the requirements of the regulation and achieve accessibility</li> <li>” Make the document available to the public</li> </ul>	<p>” You.I has developed an Accessibility Policy. It is publicly available and, on request, it is provided in an accessible format</p>	

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**January 1, 2014**

### **Accessibility Plans**

- ” Establish, implement, maintain and update a MYAP
- ” Document the plan and make it available to the public

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	" Make all internet websites and web content conform with WCAG 2.0 Level AA		
<b>Part 3 ±Employment Standards</b>			
<b>Year</b>	<b>Description</b>	<b>Action</b>	<b>Status</b>
January 1, 2016	RecruitsBnCA		



	<p>” Consult with the employee making the request on suitable format or support</p>		
<p><b>January 1, 2012</b></p>	<p><b>Workplace Emergency Response Information</b></p> <p>” Provide individualized workplace emergency response information to employees with disability if the disability is such that the individualized information is necessary</p> <p>” If an employee who receives individualized workplace emergency response information requires 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>” Review the individualized workplace emergency response information</p> <ul style="list-style-type: none"> <li>- when the employee moves to different locations</li> <li>- accommodations needs or plans are reviewed</li> <li>- when the employer reviews its general emergency response policies</li> </ul>	<p>” Employees with disabilities are provided with individualized emergency response information when the disability is such that the individualized information is necessary</p> <p>” If an employee who receives individualized workplace emergency response information requires assistance emergency response information is shared with the person designated to provide assistance to the employee</p> <p>” Any individualized workplace emergency response information is reviewed</p> <ul style="list-style-type: none"> <li>o when the employee moves to different locations</li> <li>o needs or plans are reviewed</li> <li>o when the employer reviews its general emergency response policies</li> </ul>	
<p><b>January 1, 2016</b></p>	<p><b>Documented Individual Accommodation Plans</b></p> <p>” Have a written process for development of documented individual accommodation plans for employees with disabilities, which include:</p>	<p>” There is a written process for the development of documented individual accommodation plans. Further to this process, You.i will determine any needs for individual accommodation plans</p>	



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	<ul style="list-style-type: none"><li>- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;</li><li>- the means by which the employee is assessed on an individual basis;</li><li>- the manner in which the employer can request an evaluation by an outside medical or other expert at</li></ul> <ul style="list-style-type: none"><li>- the manner in which the employee can request the participation of a representative from their bargaining agent;</li><li>- the steps taken to protect the</li></ul> <p>information;</p> <ul style="list-style-type: none"><li>- the frequency with which the individual accommodation plan will be reviewed and updated;</li><li>- if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li><li>- the means of providing the individual accommodation plan in a format that takes into account the</li></ul> <p>to disability.</p> <p>” If requested, the individual accommodation plans shall include any information regarding accessible formats and communication supports; if required, the individual accommodation plans shall include individualized workplace emergency response</p>		
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	information; and the individual accommodation plan shall identify any other accommodation that is to be provided		
<b>January 1, 2016</b>	<p><b>Return to Work Process</b></p> <ul style="list-style-type: none"> <li>” Develop 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</li> <li>” Document the process</li> <li>” The process shall outline the steps the employer will take to facilitate the return</li> <li>” Use individual documented accommodation plans as part of the process</li> </ul>	<p>” when the need arises, the return to work process is followed and where required, individual documented accommodation plans are developed.</p>	
<b>January 1, 2016</b>	<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>” Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using performance management process in respect of employees with disabilities</li> </ul>	<p>” When conducting performance review and undergoing performance management, You.i ensures that the accessibility needs of employees with disabilities and their individual accommodation plans are taken into account</p>	
<b>January 1, 2016</b>	<p><b>Career Development and Advancement</b></p> <ul style="list-style-type: none"> <li>” Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities</li> </ul>	<p>” With respect to career development and advancement, You.i ensures that it takes into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans</p>	

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<p><b>January 1, 2016</b></p>	<p><b>Redeployment</b></p> <p>” Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities</p>	<p>” With respect to any redeployment processes You.i ensures that it takes into account the accessibility needs of its employees with disabilities as well as individual accommodation plans.</p>	
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**Part 4 ±Customer Service Standard**

<p><b>Compliance Date</b></p>	<p><b>Description</b></p>	<p><b>Action</b></p>	<p><b>Status</b></p>
	<p><b>Policy</b></p> <p>” Develop, implement and maintain policies governing its provision of goods, services or facilities to persons with disabilities</p>	<p>” Y document governing its provision of goods, services or facilities to persons with disabilities, and on request shall give a copy of the document to any person</p> <p>” You.i has notified persons to whom it provides services that the policy is available on request</p>	
	<p><b>Use of Service Animals and Support Persons</b></p> <p>” <b>Service Animals:</b> ensure that persons with disabilities who are accompanied by guide dogs or other service animals will be permitted to enter the premises with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, use reasonable efforts to ensure that alternate means are available for</p>	<p>” reflect requirements regarding service animals and support persons. Any updates to the policies, procedures and/or training materials, if required, will continue to meet the requirements of the IASR</p>	

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	<p>persons with disabilities to obtain, use</p> <ul style="list-style-type: none"> <li>” <b>Support Persons:</b> ensure that persons with disabilities who are accompanied by a support person will be permitted to enter the premises and will not be prevented from having access to the support person while on the premises</li> <li>” When a support person is on the premises, if an amount is payable for a <sup>ses,</sup> provide advance notice of said fees in respect of the support person, if such circumstances exist.</li> <li>” If You.i requires a person with a disability to be accompanied by a support person when on the premises, You.i shall waive payment of the amount, if any, payable in respect of premises or in connection with the support premises</li> <li>” Develop one or more documents describing the policies with respect to the use of service animals and support persons</li> </ul>		
	<p><b>Notice of Temporary Disruptions</b></p> <ul style="list-style-type: none"> <li>” Provide public notice of disruptions to services or facilities</li> <li>” Prepare a document setting out the steps that will be taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person</li> </ul>	<ul style="list-style-type: none"> <li>” relating to service disruptions. Updates to the policy or procedures, if required, will continue to meet the requirements of the IASR</li> <li>” You.i has notified persons to whom it provides services that the policy is available on request</li> </ul>	



