



AODA Multi-Year Plan 2016-2021

Scope: All Head Office Employees (FT/PT/Contractors/Consultants)

Purpose: *Providing goods and services to people with disabilities*

The 2014-2021 accessibility plan has been developed in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the Integrated Accessibility Standards Ontario Regulation 191/11 (IASR). This plan outlines the policies and action that IGI will put in place to improve opportunities for people with disabilities.

The IGI is committed to playing its part in helping Ontario become a more accessible province for all individuals and treats all people in a way that allows them to maintain their dignity and independence. The IGI has already complied with the Customer Service Standards in the Integrated Accessibility Standards Regulation 191/11 by:

Policies and Procedures

- Creating and implementing an Accessibility Policy, governing the provision of IGI's services to persons with disabilities, and addressing the use of service animals and support persons
- Creating and implementing a process for Accessibility Requests and Feedback Review and making both available on our website
- Creating a process for providing notice of temporary disruptions
- Ensure job ads comply with AODA

Training

- Training existing staff, contractors and all other persons who provide services on IGI's behalf on AODA and the Customer Service Standards
- Training all new hires and all other new persons as required during the orientation period on AODA and the Customer Service Standards

Filing

- Have completed all filings and Annual Reports submission to the Ministry as required

IGI is committed to maintaining its compliance with the Customer Service Standards in the Integrated Accessibility Standards Regulation, on an ongoing basis, as part of this multi-year accessibility plan.

This 2016-2021 accessibility plan has been developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards Ontario Regulation 191/11. This plan outlines the policies and action that IGI will continue to put in place to improve opportunities for people with



disabilities. In accordance with the standards, IGI will review and update the plan at least every 5 years.

Planned Initiatives for IGI's Toronto Office 2016 and Beyond

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
General Requirements AODA					
Establishment of policies and procedures	VP/Legal	Launch of a statement of commitment and accessibility policy, in writing, available on our website. The policies have been developed in accordance with the Customer Service Principles outline in O. Reg. 429/07: Accessibility Standard for Customer Service (CSS) (IASR).	X		
Accessibility Feedback Review Process	VP	Launch of process in February 2016. The policies have been developed in accordance with the Customer Service Principles outlined in the IASR.	X		
Accessibility Plans	VP/Legal	Legal has developed a plan in accordance with the IASR, targeting specific deadlines and communicating them to various stakeholders within our organization.	X		
		The plan will be reviewed at least once every five years.			X
		The plan will be posted on our website, and updated	X		

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
		any time there are changes.			
Training (Customer Service Standard)	Managers	IGI will provide all staff and, contractors, and persons who develop IGI's policies, regardless of public interaction, and all other persons who provide services on behalf of IGI, with training on the AODA and the Customer Service Standards. This will be in accordance with the Customer Service Standards.	X		X
Training (Integrated Accessibility Standards Regulation (IASR))	VP/Legal	IGI will continue to provide staff, contractors, and persons who develop IGI's policies, regardless of public interaction, and all other persons who provide services on IGI's behalf, with training on the AODA, the <i>Human Rights Code</i> as it pertains to persons with disabilities, and the IASR. This is in accordance with the IASR. IGI will use the Ontario Human Rights Commission website for the IASR training modules.	X		X
Information and Communication					
All new Internet websites and web content on those sites must conform	VP/Legal	IGI will take measures with anticipated release of a refreshed website to ensure compliance. These	X		



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			Complete	In Progress	Ongoing
with WCAG 2.0 Level A and then with WCAG 2.0 Level AA (2021)		steps include working internally and with outside vendors ensuring all web content will be compliant.			
		With the launch of the refreshed website, IGI will be compliant to 2021. To the extent that new web content has been posted to IGI's website, this content will conform with WCAG 2.0 Level AA, where practicable.	X		
Accessibility Feedback Review Process	VP	Previously launched. The policies and process have been developed in accordance with the Customer Service Standards outlined in the IASR.	X		X
Accessible Formats and Communication Supports	VP	IGI will address requests for accessible formats and communication supports for persons with disabilities in a timely and appropriate manner as outlined in our AODA policy.	X		X
Emergency Information	Office Services	Any emergency plans, procedures or public safety information made publicly available, are provided in an accessible format or with communication supports, upon request and as soon as practicable.	X		X

Employment Standards



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			Complete	In Progress	Ongoing
Recruitment: IGI will notify both internal and external candidates about the availability for accommodation throughout the full cycle recruitment process.	Managers	All internal and external job postings have been updated to include the terms “Accommodations are available to applicants with disabilities, upon request”.	X		
		The email sent out to candidates during the interview confirmation process regarding their in-person interview will state that accommodations are available upon request, in relation to the materials or processes to be used.	X		
		If a candidate requests an accommodation, IGI will consult with the candidate to understand and take into account their needs, so that IGI can provide reasonable accommodations that are effective.	X		X
Offers of Employment	Managers	Successful job applicants are made aware of the availability of accommodations in their offer letters. New and existing employees are also made aware of our AODA policies and any other policy regarding accommodation in IGI Policy and Procedure Manual, and are required to sign off on this policy.	X		X

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
		Human resources will inform employees of accessibility procedures and availability of accommodations.			X
		IGI is committed to providing updates to employees regarding accommodation information when a change is made. This will be done in a timely matter.			X
Accessible Formats and Communication Supports	VP	Upon request, IGI provides or arranges for the provision of accessible formats and/or communication supports to employees with disabilities for information needed to perform the employee's job and information generally available to employees in IGI's workplace. IGI consults with the requesting employee to determine suitability of the format or support.	X		X
Workplace Emergency Response Information	Office Services	IGI has an Assisted Persons plan for use in emergencies that is communicated to all new hires in orientation and on a yearly basis.	X		X
		If an employee has a disability requiring individualized emergency response information and IGI is aware of the need for	X		X

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
		accommodation, the appropriate accommodation during a Workplace Emergency will be individualized for the employee. The information will be provided to a designated person in the workplace, if the employee requires assistance in the case of an emergency, and if the employee consents. Individualized emergency response information will be reviewed if the employee moves locations, if the employee's accommodation needs or plan is reviewed, and when IGI reviews its general emergency response policies and practices.			
Documented Individual Accommodation Plans	Managers	IGI will implement a documented Individual Accommodation Plan (IAP) for employees receiving accommodation for a disability. IGI has developed a process for developing individual accommodation plans, in accordance with the requirements as outlined by the IASR.	X		X
Return To Work Process	Managers	IGI has developed a documented return to work process for	X		X

Requirement of Accessibility Standards	Lead	Planned Actions to Meet Requirement	Status		
			Complete	In Progress	Ongoing
		<p>employees who are absent from work due to a disability and require accommodations to return, in accordance with the IASR.</p> <p>IGI will continue to use and develop IAPs and other related documents to support the return to work process and ensure that both managers and employees alike have access to these as required.</p>			
Performance Management	Managers	IGI will review and assess current performance management policies and forms and make updates where required to ensure they take into account employee accessibility needs and IAPs; these will be accessible to all staff.	X		X
Career Development and Advancement	Managers	IGI will review and assess current performance management practices and make updates or adjustments where required to ensure they take into account employee accessibility needs and IAPs. Training will be provided on an ongoing basis for managers and Human Resources staff to ensure that internal opportunities for promotion or advancement	X		X



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			Complete	In Progress	Ongoing
		take into account the accessibility needs of employees with disabilities and IAPs.			
Redeployment	Managers	IGI will review and assess current redeployment practices and make updates or adjustments where required to ensure they take into account employee accessibility needs and IAPs. IGI will take into account the accessibility needs of employees with disabilities when redeploying employees on an ongoing basis.	X		X
Design of Public Spaces Standard					
Application of the Design of Public Spaces Standard	Office Services	IGI has recently moved into new accessible office spaces.	X		
Filing Accessibility Reports					
Filing Reports	VP	IGI will file accessibility reports as required under the IASR.	X		X