

# **INNPOWER CORPORATION MULTI-YEAR ACCESSIBILITY PLAN**

## **Overview**

InnPower Corporation's Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

InnPower takes its obligations under the IASR seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

## **Statement of Commitment**

InnPower is committed to providing a barrier-free environment for all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, InnPower has, and will continue to, incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices (as identified in our Multi-Year Accessibility Plan).

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working within or visiting our office;
- Accessing our information;
- Procuring our services and support online or via our phone-in services; or
- Welcoming us into their place of employment.

As an organization, InnPower is dedicated to meeting the needs of individuals with disabilities in a timely manner. We understand that providing a barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility a reality for all.

## How Can We Help?

Your input is valuable in helping us improve the accessibility of our services. We welcome your input and feedback. You can provide feedback in the following ways:

- Mail: Attention: Human Capital & Innovation Department, 7251 Yonge Street, Innisfil, Ontario L9S 0J3
- Phone: 705-431-4321
- Email: [humanresources@innpower.ca](mailto:humanresources@innpower.ca)

## Integrated Accessibility Standards – Multi-Year Plan – 2021 - 2026

### Part 1 – General Requirements

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve through meeting its requirement under the accessibility standards referred to in this Regulation	Accessible Customer Service Policy developed, approved and posted.	Completed	December 2011
4	Accessibility Plans	<p>4.(1) Large Organization 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 requirement under this Regulation;</p> <p>b) post the accessibility plan on their website, if any and provide in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years</p>	Multi-Year Accessibility Plan is complete	Completed	June 2021

Section	Initiative	Description	Action	Status	Compliance Date
6	Self Serve Kiosk	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-serve kiosks.	N/A – InnPower does not operate/offer self-serve kiosks at this time	N/A	June 2021
7	Training	<p>7.(1) 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</p> <p>a) all employees and volunteers</p> <p>b) all persons who participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	On-line training module has been created	Completed	January 1, 2015

**Part 2 – Information and Communication Standards**

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) 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	We have a number of acceptable feedback avenues including web, email, phone, in person, hard copy, etc. If another method is requested, we will provide upon request.	Completed	January 1, 2015
12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request, provide arrange for the provision of accessible formats and communication support for persons with disabilities.</p> <p>a) in a timely manner that takes into account the person’s disabilities; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons</p>	Supports in place to be able to provide communication in the following formats: written, oral, face to face, over the phone, email, assistive reading devices through our website.	Completed	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Each request received will be consulted with the individual to determine the suitability of the accessible format.	Completed	January 1, 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports	Website, bill inserts, bill messages	Completed	January 1, 2016
13	Emergency Procedures, Plans, Public Safety Info.	13.(1) 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.	Other formats will be made available upon request.	Completed	January 1, 2012

Section	Initiative	Description	Action	Status	Compliance Date
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Guidelines (WCAG) 2.0 initially at a Level A and increasing to a Level AA and shall do so in accordance with the schedule set out in this section.	Recently launched a new website which is compliant with WCAG 2.0 Level AA	Completed	January 1, 2021

### Part 3 – Employment Standards

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process	Notification included in job postings, both internal and external:  InnPower values an inclusive environment. Accommodations for persons with disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation, please contact Human Resources.	Complete	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
23	Recruitment – Assessment or Selection Process	<p>23.(1) 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.</p> <p>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.</p>	Enquiry made with candidate	Complete	January 1, 2016
24	Notice to successful applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its process for accommodating employees with disabilities.	Included in offer letter	Complete	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
25	Informing Employees of Supports	25.(1) 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.	Respectful Workplace Policy addresses disabilities. Staff trained on policy.	Complete	January 1, 2016
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin employment.	New employees receive all relevant policies and training	Complete	January 1, 2016
		25.(3) 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.	Employees are provided with amended policies when changes are made and sign off an acknowledgement.	Complete	January 1, 2016

Section	Initiative	Description	Action	Status	Compliance Date
26	Accessible formats and communication supports for employees	<p>26.(1) In addition to its obligations under section 12, where an employee with a disability so request 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 employees' job;</p> <p>b) information that is generally available to employees in the workplace</p>	<p>Will provide or arrange to provide accessible formats and communication supports to employees who request it.</p> <p>Information is provided on servers and in hard copy throughout accessible areas of the building.</p>	Complete	January 1, 2016
26		<p>26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Will consult with employee to determine a suitable format or communication support</p>	Complete	January 1, 2016
27	Workplace Emergency Response Information	<p>27.(1) 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>Will develop an individual emergency plan that considers various emergency situations when we are made aware of a disability</p>	Complete	January 1, 2012

Section	Initiative	Description	Action	Status	Compliance Date
27		27.(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace response information to the person designated by the employer to provide assistance to the employees.	Emergency response information will be provided to the person designated to provide assistance, with the employee's consent	Complete	January 1, 2012
27		27.(3) 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.	Individual response information will be provided in a timely manner, once we are made aware of the disability	Complete	January 1, 2012
27		27.(4) 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	Individual emergency plans will be reviewed as noted in 27.4	Complete	January 1, 2012

Section	Initiative	Description	Action	Status	Compliance Date
28	Documented Individual Accommodation Plans	28.(1) 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.	Individual Accommodation Plan Process has been created	Complete	June 1, 2021
28		<p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>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.</p> <p>4. The manner in which the employee can request the participation</p>	All criteria included in the process	Complete	June 1, 2021

		<p>of a representative from the 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>			
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Section	Initiative	Description	Action	Status	Compliance Date
29	Return to Work Process	<p>29.(2) The return 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 of their disability required them to be away from work;</p> <p>b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Return to Work created	Complete	June 1, 2021
29		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.			
30	Performance Management	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 to employees with disabilities.	Individual Accommodation Plans will be taken into consideration with performance management process	Complete	January 1, 2016
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its	Individual Accommodation Plans will be taken into consideration with career development opportunities	Complete	January 1, 2016

		employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.			
32	Redeployment	32.(2) An employer that uses redeployment shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	InnPower does not currently use redeployment	N/A	