

	Year	Requirements	Deliverables	Activities	Status		
					Completed	In Progress	Ongoing
GENERAL REQUIREMENTS	2021	Accessibility Policy <ul style="list-style-type: none"> Develop, implement and maintain policies about what C&W will do to meet the IASR requirements and become more accessible. 	<ul style="list-style-type: none"> Prepare a policy 	<ul style="list-style-type: none"> Prepared and approved policy Created Accessibility page and posted on C&W website Ensure document is accessible in digital format, if required 	x		
		Multi-Year Accessibility Plans <ul style="list-style-type: none"> Create multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible. 	<ul style="list-style-type: none"> Prepare multi-year plan 	<ul style="list-style-type: none"> Prepared and approved multi-year plan Posted on C&W website Ensured document is in accessible digital format Updated on progress of plan 	x		x
		Training <ul style="list-style-type: none"> Train all employees, volunteers, persons developing policies and all others providing goods, services or facilities on behalf of the Company on requirements of IASR standards. Provide ongoing training regarding any changes. Keep record of training, dates trained, numbers trained. 	<ul style="list-style-type: none"> Source and or develop training to meet requirements 	<ul style="list-style-type: none"> Uploaded online training module for all employees Communicated training requirements to all employees and volunteers Ensured training is available in accessible format Ensured completion of training is tracked Developed strategy to ensure compliance of all employees and volunteers 	x		x
		Policies, Practices and Procedures <ul style="list-style-type: none"> Establish policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation. Create document describing policies, procedures and practices; provide upon request in alternative format. 	<ul style="list-style-type: none"> Establish C&W CSS policy Ensure document developed is accessible Post policy on website 	<ul style="list-style-type: none"> Accessibility policy created with integration of CSS, approved and sent to all employees for acknowledgement Policy posted on website Communication email sent to all employees with training requirement 	x		x
		Communication <ul style="list-style-type: none"> Must communicate with a person with a disability in a manner that takes into account their disability. 	<ul style="list-style-type: none"> Include in CSS policy Include content of CSS training 	<ul style="list-style-type: none"> Included in Accessibility policy and sent to all employees for acknowledgement Included in Accessibility training module 	x	x	x
		Use of Service Animals and Support Persons <ul style="list-style-type: none"> Establish policies and procedures around a person with a disability being accompanied by a service animal or support person. Create document describing policies and procedures; provide upon request 	<ul style="list-style-type: none"> Include in CSS policy Inform employees of internal resource contacts if questions arise 	<ul style="list-style-type: none"> Included in Accessibility policy and sent to all employees for acknowledgement Continued commitment to communicate this obligation 	x		x

CUSTOMER SERVICE STANDARDS (CSS)

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<p>Notice of Temporary Disruptions</p> <ul style="list-style-type: none"> ● Provide public notice of disruption in facilities by posting on premise. ● Include disrupted service, notice of reason for disruption, anticipated duration and description, and Alternate methods of service if available. ● Create a document describing steps to be taken for temporary disruptions; provide upon request. ● Develop an interdisciplinary team of people that can be contacted by customers and employees should there be a temporary disruption, with the ability and resources to solve the problem as soon as possible. 	<ul style="list-style-type: none"> ● Inform employees of this obligation ● Include information in CSS policy ● Develop template to address disruptions for facilities management ● Have document available for steps to be taken during temporary disruptions 	<ul style="list-style-type: none"> ● Commitment written into Accessibility policy ● Developed template for disruptions ● Communication to all service areas on this obligation ● Create document describing steps of temporary disruptions ● Develop an interdisciplinary team of people that can be contacted by customers and employees should there be a temporary disruption 	<p>x</p> <p>x</p> <p>x</p> <p>x</p>		<p>x</p>
<p>Training for Staff</p> <ul style="list-style-type: none"> ● Provide training to: - employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of C&W - employees involved in development and approval of customer service policies, practices and procedures. ● Create document describing policies and procedures; provide upon request. ● Provide training on ongoing basis to reflect changes to policies, practices and procedures. ● Keep records of training provided. ● Provide training resources, including mental health resources, and make a greater effort to promote them among staff. 	<ul style="list-style-type: none"> ● Develop CSS training policy ● Develop CSS training ● Inform management and request for adoption of training delivery ● Develop process to provide training on an on-going basis ● Develop process to keep records of training, dates and people trained 	<ul style="list-style-type: none"> ● Uploaded online training module for all employees ● Developed communication for required employees to complete training ● Sent out communication and launch training ● Send training to new hires as part of onboarding ● Keep records of training provided 	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>		<p>x</p> <p>x</p>
<p>Feedback Process</p> <ul style="list-style-type: none"> ● Establish policies for receiving and responding to feedback; make information about process publicly available. ● Create document describing process. 	<ul style="list-style-type: none"> ● Establish process ● Post process on Accessibility page on the C&W website 	<ul style="list-style-type: none"> ● Included in Accessibility Policy and post on Accessibility page of company website ● Ensured process is reviewed annually 	<p>x</p>		<p>x</p> <p>x</p>
<p>Notice of Availability of Documents</p> <ul style="list-style-type: none"> ● Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method. 	<ul style="list-style-type: none"> ● Include required notice at end of CSS policy regarding documents produced by AODA Officer 	<ul style="list-style-type: none"> ● Included in Accessibility Policy and post on company website 	<p>x</p>		
<p>Format of Documents</p> <ul style="list-style-type: none"> ● Alternate format of documents covered by this regulation must take into account person's disability. 	<ul style="list-style-type: none"> ● Documents will be converted to accessible digital format upon requested 	<ul style="list-style-type: none"> ● Commitment to ensure all material developed C&W will be provided in an accessible digital format upon request ● Included in the Accessibility Policy 	<p>x</p> <p>x</p>		<p>x</p>
<p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> ● Provide individualized workplace emergency response information to employees who have a disability as necessary. ● Provide emergency and public safety information, such as brochures or evacuation plans, available in accessible formats upon request. 	<ul style="list-style-type: none"> ● Update Emergency Procedure Manual ● Ensure employees who have a disability understand their individual emergency response information ● Ensure creating the emergency response plan, should include employee info, emergency contact, assistance method and equipments & emergency alerts and signage, exit route and training 	<ul style="list-style-type: none"> ● Ensured Emergency Response Information is updated for each office ● Confirmed employees who have a disability understand what to do in an emergency 	<p>x</p> <p>x</p>		<p>x</p>

INFORMATION AND COMMUNICATION STANDARDS 2 0 2 1	Accessible Feedback Processes <ul style="list-style-type: none"> ● Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. ● Notify public about availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> ● Feedback process established under the customer service standards 	<ul style="list-style-type: none"> ● Feedback process created ● Developed a strategy to embed the feedback process into all processes across C&W ● Developed communication strategy to ensure all employees are aware of feedback process. 	x x x		x
	Accessible Formats and Communication Supports <ul style="list-style-type: none"> ● Arrange for accessible formats and communication supports. ● Ensure to provide or arrange accessible formats and communication supports when providing information to people with disabilities, upon request. ● Accessible formats and communication supports must be given in a timely manner when requested. ● Organizations cannot charge more for accessible formats or communication supports than for the original format. 	<ul style="list-style-type: none"> ● Prepare a process to facilitate this obligation. 	<ul style="list-style-type: none"> ● Established process to make documents and communication accessible 	x		
	Accessible Website and Web Content <ul style="list-style-type: none"> ● By Jan. 1, 2014: Content posted after Jan. 1, 2012 - New public websites or significantly refreshed websites must meet WCAG 2.0, Level A ● By Jan. 1, 2021: Content posted after Jan. 1, 2012 - All public websites and web content must meet WCAG 2.0, Level AA ● Must ensure the accessibility of any web content that Organization own. In addition, any content that Organization do not own, but have control over as a third party, must also be accessible. This requirement applies to web content created in 2012 or later. 	<ul style="list-style-type: none"> ● Website content is Level A and AA compliant by legislated deadlines. ● Website content is accessible. 	<ul style="list-style-type: none"> ● Created awareness of obligation with IT department and website lead ● Ensured website, web content and web applications are compliant 	x x		x
	Recruitment General / Assessment or Selection Process <ul style="list-style-type: none"> ● Notify all employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process by including a statement that accommodation is available throughout the recruitment process in all job postings. ● Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used. ● Consult with applicant or arrange to provide the accommodation. ● When making offers, notify the successful applicant of its policies for accommodating employees with disabilities. 	<ul style="list-style-type: none"> ● Prepare communication to notify potential applications about accommodation process ● Consult with potential applications when a request is made ● Accommodate applicants during the hiring process, upon request ● Incorporate in offer letter a section regarding C&W's accessibility policies and where to access additional information 	<ul style="list-style-type: none"> ● Included AODA accommodation statement in job postings ● Developed a workplace accommodation process ● Streamlined process for communication of obligations ● Add accessibility section in offer letter and where to access more information 	x x x		

EMPLOYMENT STANDARD	2 0 2 1	<p>Employee Accommodation</p> <ul style="list-style-type: none"> ● Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation. ● Develop a written process for developing documented individual accommodation plans. 	<ul style="list-style-type: none"> ● Develop a written process for individualized accommodation plans (IAP). 	<ul style="list-style-type: none"> ● Created template for Employee Accommodation Process in AODA and IASR ● Prepared a communication strategy to communicate obligation to all employees ● Developed a written process for IAP 	x		
		<p>Employees Returning to Work</p> <ul style="list-style-type: none"> ● Establish a documented return-to-work process. ● Process to facilitate RTW and document IAP. ● Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work ● Ensure to outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work 	<ul style="list-style-type: none"> ● Prepare a documented return-to-work process in place. ● Incorporate IAP in RTW process. 	<ul style="list-style-type: none"> ● Established Return to Work Process ● Incorporated IAP into RTW Process ● Communicated to all employees ● Make documents accessible upon request 	x		x
		<p>Performance Management, Career Development and Redeployment</p> <ul style="list-style-type: none"> ● Take into account disability and accommodation plan when using performance management, when redeploying employees. 	<ul style="list-style-type: none"> ● Prepare document outlining process to ensure IAP is involved during performance management and redeployment. 	<ul style="list-style-type: none"> ● Communicated accommodation plan to all employees ● Make documents accessible upon request 	x		