



Multi-Year Plan

Intent

This 2016 to 2021 accessibility plan outlines the policies and actions that Stubbe's will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Stubbe's believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

Questions or concerns regarding Stubbe's Accessibility Policy and Multi-Year Plan are to be directed to the Human Resources Department or submitted via the company's AODA Feedback Process. We encourage any individual interested in providing feedback to do so by any of the following means.

IN PERSON	Our address is 44 Muir Line, Harley, ON. Please drop off the attached form to our reception area. Hard copy of the feedback forms are also available at reception. For more information, ask to speak to the HR department.
IN WRITING	Please mail the Feedback Form to 44 Muir Line, Harley, ON N0E 1E0
TELEPHONE	519-424-2183 TTY users can use the Bell relay system by phoning 711 or 1-800-267-6511
EMAIL	Please email the Feedback Form as an attachment to careers@stubbes.org



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Accessibility Requirement	Status	Compliance Date	Responsibility
Customer Service			
<ol style="list-style-type: none"> Develop and implement an Accessible Customer Service Policy. Develop and deliver training to all staff. Provide training to all new staff. Develop and make public a process for receiving and responding to feedback from customers. <p>Action Plan</p> <ul style="list-style-type: none"> Stubbe's has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by HR. Stubbe's has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multi means by which feedback can be received. 	Complete Ongoing	01/01/2012	HR Department Managers
General Requirements			
Accessibility Policy			
<ol style="list-style-type: none"> Create and make public a statement of commitment. Develop and implement company –specific accessibility policy. <p>Action Plan</p> <ul style="list-style-type: none"> Stubbe's has created and made public a statement of commitment. The statement of commitment is located on the company website and in the reception area of our office. 	Complete	01/01/2014	HR
Multi-Year Accessibility Plan			
<ol style="list-style-type: none"> Create and make public a multi-year accessibility plan. Provide the plan in an accessible formats upon request. Review the plan every five (5) years. <p>Action Plan</p> <ul style="list-style-type: none"> Requests for accessible formats of this document will be forwarded to the HR department who will work with the individual to determine the most suitable format. This plan will be updated as required and will be reviewed every 5 years. 	Complete Ongoing	01/01/2014	HR
Training			
<ol style="list-style-type: none"> Train all employees, on applicable IASR requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities). <p>Action Plan</p> <ul style="list-style-type: none"> Training for new employees will be covered during orientation and will include a video and a knowledge verification. 	Ongoing	01/01/2015	HR Safety



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<ul style="list-style-type: none"> • Certification/and record of completed training will be retained in the employee files and in the on line system (Access). 			
Accessible websites and web content			
<ol style="list-style-type: none"> 1. Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAC) 2.0 Level A 2. All websites and web content to level AA by January 2021 <p>Action Plan</p> <ul style="list-style-type: none"> • To date Stubbe's public website and its content meet all requirements under the WCAG 2.0 Level A. • The IT department is fully aware of WCAG requirements and will ensure that all new content and /or any substantial refreshes to the site conform to the guidelines. 	Complete Ongoing	01/01/2021	IT
August 23, 2017 currently meeting AA levels			
Feedback			
<ol style="list-style-type: none"> 1. Upon request be able to receive and respond to feedback from clients, individuals inquiring about Stubbe's who have a disability. <p>Action Plan</p> <ul style="list-style-type: none"> • All other employees will be notified as to the internal party to whom they should direct any accessibility feedback requests. 	Completed	01/01/2015	HR
Accessible Formats and Communication Supports			
<ol style="list-style-type: none"> 1. Upon request provide accessible formats and communication supports to individuals with disabilities. 2. Notify the public of the availabilities of accessible formats and communication supports. 3. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible. <p>Action Plan</p> <ul style="list-style-type: none"> • Ensure employees are aware that requests that cannot be met immediately must be forwarded to the HR department, who will arrange for a suitable and alternative format/communication support. • Make public the fact that Stubbe's has the ability to provide for or arrange for the provision of accessible formats and communication supports by posting statement on the company website. 	Ongoing	01/01/2016	HR/Department Managers
Workplace Emergency Response Information			



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<ol style="list-style-type: none"> 1. Create and implement individualized plans to assist employees with disabilities during an emergency. 2. Obtain consent from the employee with the individualized plans to disclose emergency response or evacuation plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague. 3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/directions as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan. <p>Action Plan</p> <ul style="list-style-type: none"> • The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan. 	Ongoing based on employee need	01/01/2012	HR Safety Department Managers
Policy is dated July 16, 2015			
Documented Individual Accommodation Plan			
<ol style="list-style-type: none"> 1. Develop and implement a written process for the development of documented accommodation plans for employees with disabilities. 	Ongoing	01/01/2016	HR Department Managers
Policy is dated July 16, 2015			
Recruitment, Assessment and Selection			
<ol style="list-style-type: none"> 1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment process. 2. During the recruitment process, notify applicants selected to participate in our selection and assessment process that accommodations are available upon request and in relation to the materials and/or processes used. 3. Should a job applicant request accommodation consult with the individual and make adjustments to best suit his/her needs. 4. Notify successful applicants of the company's policy for accommodating employees with disabilities. 	Ongoing	01/01/2016	HR Department Managers
Accessible Formats & Communication for Employees			
<ol style="list-style-type: none"> 1. Where an employee with a disability requests it, work with that individual to provide or arrange the provision of accessible formats and communication supports for 2. Information that is needed in order to perform the employee's job and Information that is generally available to employees in the workplace. 3. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support. 	Ongoing	01/01/2015	HR Department Managers
Policy is dated July 16, 2015			
Information for Employees			
<ol style="list-style-type: none"> 1. Communicate the company's policy on accommodating employees with disabilities to all staff members. 2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. 	Ongoing	01/01/2016	HR



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Accommodate Employees/Return to Work			
1. Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who requires disability related accommodation in order to return to work.	Ongoing	01/01/2016	HR
	Policy is dated July 16, 2015		
Performance Management & Career Development			
1. Ensure the organizations performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier free.	Ongoing	01/01/2016	HR
Redeployment			
1. Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate or position with the company as an alternative to a layoff. Action Plan <ul style="list-style-type: none"> As part of the redeployment process, Stubbe's will incorporate the accessibility needs and accommodation plans of any employee that is being reassigned to an alternate position and/or position with the company as an alternative to a layoff. 	Ongoing	01/01/2016	HR
Public Spaces			
1. Newly constructed outdoor public spaces and all service areas will meet accessibility requirements and updated building code. Action Plan	Ongoing	03/01/2019	Senior Management