

Multi-Year Accessibility Plan

Purpose

The Job Shoppe is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act (AODA) and is committed to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The Integrated Accessibility Standards Regulations (IASR) under the AODA require that a Multi-Year Accessibility Plan (the Plan) be established, implemented, maintained, and documented. This Plan outlines the policies, achievements and actions that The Job Shoppe has in place to improve opportunities and remove barriers for people with disabilities.

Statement of Commitment

The Job Shoppe is committed to treating all people with dignity, respect for independence, integration and equal opportunity. We are committed to meeting the needs of people with disabilities by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Job Shoppe is committed to continuing the development, implementation, and maintenance of policies that govern how the company achieves or will achieve accessibility for all people. The Multi-Year Accessibility Plan is maintained, reviewed, and updated as necessary on an annual basis. The Job Shoppe aims to identify progress made in addressing and removing barriers as well as identifying where further attention is needed.

Policy

This policy sets out accessibility standards in:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

1. Customer Service Standards

1.1 Policies, Practices and Procedures

Objectives:

- Develop, implement, and maintain policies to provide employment services to persons with disabilities in ways that are consistent with the following principles:
 - Services are provided in a manner that respects the dignity and independence of persons with disabilities.
 - The provision of services to persons with disabilities is integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use, or benefit from the service.
 - Persons with disabilities are given opportunities equal to that given to others to obtain, use, and benefit from services.
 - Persons with disabilities may use assistive devices and/or support persons in the access of services
 - All persons with disabilities and their service animals are accommodated in all aspects of service provision, unless the animal is otherwise excluded by law.

- All communication between The Job Shoppe employees and a person with a disability is conducted in such a way that the person's disability is taken into account.

Compliance Date: January 1, 2012

Action Taken:

- The Job Shoppe is taking all necessary steps to ensure that every person, regardless of disability, is able to access the services provided by The Job Shoppe in a way that preserves the dignity and integrity of the individual and at no additional cost.

Status: Completed

1.2 Accessibility Training

Objectives:

- Ensure that the following persons have received training on the provision of The Job Shoppe's services to persons with disabilities:
 - All employees
 - Every person involved in the provision of employment services on our behalf
 - Persons involved in developing our policies
- This training includes instruction on the purpose of the AODA, how to interact and communicate with people with various types of disabilities, and how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person.

Compliance Date: January 1, 2012

Action Taken:

- The Job Shoppe continues to provide training to all employees. Internally this is done through the utilization of HR Downloads which requires the successful completion of a test. Externally, The Job Shoppe has met this goal by utilizing orientation training for new candidates to cover AODA requirements and ensuring candidates sign-off once successfully completed.

Status: Completed

1.3 Feedback Process

Objectives:

- Establish an accessible process for receiving and responding to feedback and concerns about the manner in which we provide employment services to persons with disabilities, including the process for accepting and responding to feedback on the accessibility of our feedback process.
- Make information about the feedback process readily available to the public.
- Document policies and procedures detailing the process.

Compliance Date: January 1, 2012

Action Taken:

- The Job Shoppe has reviewed the feedback process to ensure it is fully accessible upon request.
- The Job Shoppe will retain documentation of successful AODA training.

Status: Completed

2. Information and Communication Standards

2.1 Accessible Formats and Communication Supports

Objectives:

- Provide alternative formats or communication supports for persons with disabilities, upon request.
- Provide these alternative formats or communication supports in a timely manner and at no additional cost to the person.
- Consult with the person making the request to determine the suitability of an accessible format or communication support.

Compliance Date: January 1, 2015

Actions Taken:

- The Job Shoppe ensures that all possible formats will be provided to ensure accessibility for persons with a disability.
- The person making the request will be consulted with to determine the most appropriate accessible format and this will be provided in a timely manner.

Status: Complete

2.2 Accessible Website and Web Content

Objectives:

- Make all content on public internet sites operated by The Job Shoppe compliant with the Web Content Accessibility Guidelines (WCAG) 2.0.

Compliance Date:

- January 1, 2014 – all new internet websites must conform with WCAG 2.0, Level A; and
- January 1, 2021 – all internet websites must conform with WCAG 2.0, Level AA.

Actions Taken:

- The Job Shoppe is currently evaluating its website to ensure compliance with WCAG 2.0, Level A by January 2021. All applicable requirements will be taken into account and implemented.

Status: In Progress

3. Employment Standards

3.1 Recruitment, Assessment, and Selection Process

Objectives:

- Notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process.
- Notify selected job applicants during the recruitment process that accommodations are available upon request in relation to materials or processes to be used.
- If, during the recruitment process, a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs.

Compliance Date: January 1, 2016

Actions Taken:

- The Job Shoppe provides appropriate notification to all job postings of its compliance with AODA and all applicants are asked of any restrictions of special accommodations that should be addressed. If special accommodation is required at any point of the recruitment process, The Job Shoppe will consult with the applicant to ensure an appropriate arrangement is made so to not disrupt the applicant's access to services.

Status: Completed

3.2 Informing Employees of Supports

Objectives:

- Inform employees of policies regarding supports for employees with disabilities, including policies on the provision of job accommodation.
- Provide new employees with this information when they begin their employment.
- Provide updated information whenever there is a revision in policy.

Compliance Date: January 1, 2016

Actions Taken:

- The Job Shoppe ensures that employees will be informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Status: Completed

3.3 Accessible Formats and Communication Supports for Employees

Objectives:

- On request by an employee with a disability, consult with the employee to arrange for accessible formats and communication supports for information that is needed to allow that employee to perform his or her job and access information that is generally available to employees in the workplace.

Compliance Date: January 1, 2016

Actions Taken:

- Upon request of an employee with a disability, The Job Shoppe will consult with the employee to provide or arrange for accessible formats and communication supports for information that is needed to perform his/her job and information that is available to other employees. In order to determine the suitability of an accessible format or communication support, The Job Shoppe will consult with the employee making the request. Accessible formats and communications supports regarding general workplace information will also be provided to employees with disabilities.

Status: Completed

3.4 Workplace Emergency Response Information

Objectives:

- Provide individualized workplace emergency response information to each employee who has a disability if that employee needs it and if The Job Shoppe is aware of the need for accommodation due to that employee's disability.

- Where required and with the consent of the employee with a disability, provide the individualized workplace emergency response information to a designated person.
- Provide the emergency response information as soon as possible after The Job Shoppe becomes aware of the need for accommodation due to the employee's disability.
- Review the individualized workplace emergency response information as required.

Compliance Date: January 1, 2016

Actions Taken:

- The Job Shoppe will provide individualized workplace emergency response information in an accessible format to any employee who has a disability if the employee needs it, requests it be provided, and/or if The Job Shoppe is made aware of the need.
- All general emergency response information is available by request in a format that is deemed accessible by the individual requesting it.

Status: Completed

3.5 Return to Work Process

Objectives:

- Develop and have in place a documented return to work process for employees who have been absent from work due to disability and require disability-related accommodations to return to work.
- The return to work process must outline the steps that The Job Shoppe will take to facilitate the return to work of these employees and use documented individual accommodation plans.

Compliance Date: January 1, 2016

Actions Taken:

- The Job Shoppe will continue to consider the accessibility needs of employees with disabilities as well as individual accommodation plans when conducting performance management reviews, when providing career development and advancement opportunities to employees, and when redeploying employees.

Status: Completed

3.6 Performance Management

Objectives:

- In performance management processes, take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.
- Performance management processes are activities related to assessing and improving employee performance, productivity, and effectiveness.
- Take into account the accessibility needs of employees with disabilities and any individual accommodation plan(s) when providing career development and advancement opportunities to employees.

Compliance Date: January 1, 2016

Actions Taken:

- The accessibility needs of employees with disabilities and any individual accommodation plan(s) are taken into consideration during career development and advancement opportunities for employees as well as during recruitment, interviewing, and assessments.

Status: In Progress

4. Built Environment Standards

Objectives:

- The Built Environment Standards in the IASR are designed to remove barriers in public spaces such as service counters, waiting areas, outdoor public areas, outside walk ways, and accessible off-street parking.

Compliance Date: January 1, 2017

Actions Taken:

- The Job Shoppe ensures that any new or redeveloped public spaces will be built to provide accessibility to persons with disabilities. In the event of any service disruption, The Job Shoppe will notify the public of the service disruption and communicate available alternatives.

Status: Completed