

# AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IAS)

## Intent

This September 1<sup>st</sup>, 2016 to August, 31<sup>st</sup>, 2020 accessibility plan outlines the policies and actions that Hallmark Housekeeping Services Inc. 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

Hallmark Housekeeping Services Inc. 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. Questions or concerns regarding Hallmark Housekeeping Services Inc. AODA policy and Multi-Year Accessibility Plan are to be directed to the Human Resources Manager.

## Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	2014
Current Barriers:	<p><i>Accessible Customer Service Policy</i></p> <p>Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation.</p> <p>Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of Hallmark Housekeeping Services Inc. that may provide assistance to the public. Provide training to all new staff.</p> <p>Develop and make public a process for receiving and responding to feedback from customers with disabilities.</p>		
Plan to Meet Requirements:	<p>Hallmark Housekeeping Services Inc. has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the Human Resources Department.</p> <p>Site training as well as an annual refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete AODA Customer Service Training. Certification/record of completed training is retained by the company.</p> <p>Hallmark Housekeeping Services Inc. has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by email and by written correspondence.</p>		

	* <i>Alternative formats of the AODA Customer Service Training are also available upon request, including in-person one on one presentations</i>		
Potential Future Barriers:	•		
Responsible Authority:	HR Dept	Results:	Completed
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	N/A
Current Barriers:	• N/A		
Plan to Meet Requirements:	• N/A		
Potential Future Barriers:	• N/A		
Responsible Authority:		Results:	
Accessibility Requirement:	Training on IAS and the <i>Human Rights Code</i>	Compliance Deadline:	2015
Current Barriers:	Train all employees, on applicable IAS requirements and the organization's responsibilities under the Human Rights Code (as it pertains to persons with disabilities).		
Plan to Meet Requirements:	<p>Training* for new employees will be delivered via onsite training covering all applicable content as required under the IAS:            Integrated Accessibility Standards -Information/Communication and Employment; and            Understanding Human Rights Training (AODA edition).            Prior to January 1, 2015, all current employees will complete the IAS and Human Rights Code training.            As of January 1, 2015, all new employees will be required to complete the above training as part of their orientation with the company. The Human Resources Manager will be responsible for assigning training and tracking for completion*.            Certification/record of completed training will be retained by the Company.</p> <ul style="list-style-type: none"> <li>* <i>Training will also be made available via alternate formats including in-person one on one presentations, as requested.</i></li> </ul>		
Potential Future Barriers:	•		
Responsible Authority:	HR Manager	Results:	Completed/Ongoing

Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	2015
Current Barriers:	<i>Feedback</i> Upon request, be able to receive and respond to feedback from clients,		

	individuals inquiring about Hallmark Housekeeping Services Inc., our employees and members of the public who have a disability.		
<b>Plan to Meet Requirements:</b>	<p>Hallmark Housekeeping Services Inc. has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the Human Resources Department. Training as well as an annual refresher course have been developed and delivered to all current staff. All new staff are required to participate in and complete AODA Customer Service Training. Certification/record of completed training is retained by the Company.</p> <p>Hallmark Housekeeping Services Inc. has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback can be received, including by phone, in-person, by email and by written correspondence. Client-facing employees have been informed of and trained on the company's feedback process, and to forward it to the Company's Human Resources Department for review.</p>		
<b>Potential Future Barriers:</b>	•		
<b>Responsible Authority:</b>	HR Manager	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Accessible formats and communication supports	<b>Compliance Deadline:</b>	2016
<b>Current Barriers:</b>	<p>Upon request, provide accessible formats and communication supports to individuals with disabilities.</p> <p>Notify the public of the availability of accessible formats and communication supports.</p> <p>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>		
<b>Plan to Meet Requirements:</b>	<p>Complete an assessment of the ways in which each department provides information to our clients, potential clients and the public (i.e. invoices, customer service)</p> <p>Develop guidelines/processes for responding to various requests. Currently, clients and the public may submit a complaint or inquiry through the company Feedback process.</p> <p>Train employees on guidelines/processes and ensure they are aware that requests that cannot be met immediately must be forwarded to the HR Manager who will arrange for a suitable and alternative format/communication support. Training to include typical requests that may be encountered, how the request may be facilitated and will be department-specific.</p>		
<b>Potential Future Barriers:</b>	•		
<b>Responsible Authority:</b>	HR Manager	<b>Results:</b>	Ongoing
<b>Accessibility Requirement:</b>	Emergency procedures, plans or public safety information	<b>Compliance Deadline:</b>	2012
<b>Current Barriers:</b>	Create and implement individualized plans to assist employees with disabilities during an emergency.		

	<p>Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</p> <p>Review the individualized plan/information:</p> <p>When the employee moves to a different location in the office;</p> <p>When the employee's overall accommodation needs and plan are reviewed;</p> <p>and when the company reviews its general emergency response policies.</p>		
<b>Plan to Meet Requirements:</b>	<p>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.</p> <p>The process/policy used by the Human Resources Department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.</p> <p>Individualized emergency plans include the requirement that the plan be reviewed:</p> <p>If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);</p> <p>On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and when the company amends its emergency response and/or evacuation procedures.</p>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>Responsible Authority:</b>	HR Manager	<b>Results:</b>	Ongoing-based on employee needs
<b>Accessibility Requirement:</b>	Accessible websites and web content	<b>Compliance Deadline:</b>	2014
<b>Current Barriers:</b>	<p>Ensure website and web content published after January 1, 2012 conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A.</p>		
<b>Plan to Meet Requirements:</b>	<p>To date, Hallmark Housekeeping Services Inc.' public website and its content meet all requirements under the WCAG 2.0 level A.</p> <p>Hallmark Housekeeping Services Inc.' IT department is fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to the site conform to established guidelines.</p>		

Potential Future Barriers:	•		
Responsible Authority:	HR/IT Manager	Results:	Completed/Ongoing
Accessibility Requirement:	Educational and training resources or materials	Compliance Deadline:	2016
Current Barriers:	Educational and training resources or materials may not be in a format that may not be accessible to all employees.		
Plan to Meet Requirements:	<p>Communicate that the company is dedicated to accommodating employees with disabilities to all staff members.</p> <p>Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. Ensure all special requests and training or accommodated in a timely manner.</p>		
Potential Future Barriers:	•		
Responsible Authority:	HR Manager	Results:	Completed/Ongoing
Accessibility Requirement:	Training to educators	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>Ensure Human Resources Dept and Health and Safety Dept are up to date and compliant with current AODA legislation and requirements.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Will review training requirements on a annual basis</li> </ul>		
Potential Future Barriers:	•		
Responsible Authority:	HR Manager	Results:	Completed/Ongoing

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	2016
Current Barriers:	<p>Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by Hallmark Housekeeping Services Inc..</p> <p>Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs.</p> <ul style="list-style-type: none"> <li>Notify successful applicants of the company's policies for accommodating employees with disabilities.</li> </ul>		



Plan to Meet Requirements:	<p>Hallmark Housekeeping Services Inc. will ensure reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. Successful applicants will be informed of the availability of accommodations relating to Hallmark Housekeeping Services Inc. Selection/assessment processes upon initial contact from the hiring manager or HR Manager, should the employee request it; All assessment methods utilized by the company will be reviewed and alternates developed to facilitate accessibility requests; When updating or amending assessment/selection methods, an assessment will be conducted to identify potential barriers and alternative/accessible formats will be developed; and Any accommodation request pertaining to the company's selection/assessment methods that cannot be met with current alternate formats will be forwarded to the HR Manager who will work with the individual to develop an acceptable alternative.</p>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>•</li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing
Accessibility Requirement:	Informing employees of supports		Compliance Deadline: 2015
Current Barriers:	<p>Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:          Information that is needed in order to perform the employee's job; and          Information that is generally available to employees in the workplace.          Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.</p>		
Plan to Meet Requirements:	<p>The availability of accessible formats and communication supports has been communicated to all employees through the company's IAS Policy. Hallmark Housekeeping Services Inc. has completed a review of information that is provided to employees and the manner in which it is provided. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify the Human Resources Department so that alternate arrangements may be made.          Upon receiving a request, the Human Resources Department will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.</p>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>•</li> </ul>		

<b>Responsible Authority:</b>	HR Manager	<b>Results:</b>	Ongoing
<b>Accessibility Requirement:</b>	Accessible formats and communication supports for employees	<b>Compliance Deadline:</b>	2016
<b>Current Barriers:</b>	<p>Communicate the company's policy on accommodating employees with disabilities to all staff members.</p> <p>Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities.</p>		
<b>Plan to Meet Requirements:</b>	<p>Provide all new hires with the IAS Policy. The policy addresses all of the means by which Hallmark Housekeeping Services Inc. will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes.</p> <p>Ensure that all employees are informed of changes to the IAS Policy as they occur. Changes will be communicated via email and/or group information sessions.</p>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>•</li> </ul>		
<b>Responsible Authority:</b>	HR Manager	<b>Results:</b>	Ongoing
<b>Accessibility Requirement:</b>	Workplace emergency response information	<b>Compliance Deadline:</b>	2012
<b>Current Barriers:</b>	<p>Create and implement individualized plans to assist employees with disabilities during an emergency.</p> <p>Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.</p> <p>Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.</p> <p>Review the individualized plan/information:</p> <ul style="list-style-type: none"> <li>When the employee moves to a different location in the office;</li> <li>When the employee's overall accommodation needs and plan are reviewed;</li> <li>and when the company reviews its general emergency response policies.</li> </ul>		
<b>Plan to Meet Requirements:</b>	<p>The process for providing emergency information will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.</p> <p>The process/policy used by the Human Resources Department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.</p> <p>Individualized emergency plans include the requirement that the plan be reviewed:</p>		

	<p>If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);</p> <p>On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and</p> <p>When the company amends its emergency response and/or evacuation procedures.</p>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>•</li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing-based on employee needs.
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>• Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.</li> </ul>		
Plan to Meet Requirements:	<p>Hallmark Housekeeping Services Inc. will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IAS requirements, the plan will include the following elements:</p> <p>The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;</p> <p>Hallmark Housekeeping Services Inc. will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan.</p> <p>The means by which the employee is assessed on an individual basis.</p> <p>The manner in which Hallmark Housekeeping Services Inc. can request the participation of a representative from the company in the development of the accommodation plan.</p> <p>The steps that will be taken to protect the privacy of the employee's personal information;</p> <p>The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.</p> <p>The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee;</p> <p>Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities.</p> <p>The means of providing the individual accommodation plan in a format that</p>		



	<p>takes into account the employee's accessibility needs due to a disability; Accommodation plan documents will be made available in accessible formats.</p> <p>The accommodation plan will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee.</p> <p>The accommodation plan will also include an emergency response/evacuation plan if required by the employee.</p> <p>The accommodation plan will be created to include a section outlining additional accommodations that are required.</p>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing
Accessibility Requirement:	Return to work process	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>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 require disability-related accommodations in order to return to work.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Assess IAS requirements and develop an accommodation form and a return to work form that both address all applicable requirements. Use of these forms will ensure that all accommodation and RTW plans are properly recorded and retained on file.</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:	HR Manger	Results:	Ongoing
Accessibility Requirement:	Performance management process	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Evaluate Hallmark Housekeeping Services Inc.' current performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible.</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and</li> </ul>		

	barrier-free.		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Evaluate Hallmark Housekeeping Services Inc.' current performance management and career development processes to identify barriers. Develop processes to ensure that such functions are completely accessible. The IAS Policy will identify/outline accessible performance management and career progression to ensure consistent and clear communication to all employees.</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing
Accessibility Requirement:	Redeployment	Compliance Deadline:	2016
Current Barriers:	<ul style="list-style-type: none"> <li>Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff.</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>As part of the redeployment process, Hallmark Housekeeping Services Inc. will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. The Human Resources Department will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li></li> </ul>		
Responsible Authority:	HR Manager	Results:	Ongoing

#### Review and Update

This document was created on (August 29<sup>th</sup>, 2016) and must be reviewed and updated by August 28<sup>th</sup>, 2020. In addition this document will be reviewed and updated once every five (5) years.