



2012 – 2021 Multi-Year Accessibility Plan

Empire Communities Actions and Commitments to remove and prevent barriers for people with disabilities.	Status
<p>Establishment of Accessibility Policies</p> <ul style="list-style-type: none"> • We will develop, implement and maintain policies governing how we achieve or will achieve accessibility through meeting requirements of the Regulation • Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner • Prepare one or more written documents describing the policies and make them publicly available and in an accessible format upon request 	Completed
<p>Accessibility Plans</p> <ul style="list-style-type: none"> • We will establish, implement, maintain and document a multi-year accessibility plan, which outlines our strategy to prevent and remove barriers and meet requirements under this regulation • Include the status of the progress of measures taken to implement the strategy in the multi-year accessibility plan. • Post the accessibility plan on the website and provide the plan in an accessible format upon request • Review and update the accessibility plan at least once every five years 	Completed
<p>Training</p> <ul style="list-style-type: none"> • We will ensure training is provided on the requirements of accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities to; all employees, volunteers, and all other persons who provide goods, services or facilities on our behalf • Training on the accessibility requirements shall be completed as soon as practical • Training material will be updated with respect to any changes to the Accessibility Policies • Record of the training will be kept including names and dates training is provided. 	Ongoing
<p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> • Upon request, we will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities <ul style="list-style-type: none"> ▪ In a timely manner that takes into account the person's accessibility needs; and ▪ At a cost that is no more than the regular cost charged to others • We will consult with the person making the request in determining the suitability of an accessible format or communication support • Through our Website, training, and in person notify employees and the public about the availability of accessible formats and communication supports 	Completed
<p>Feedback</p> <ul style="list-style-type: none"> • We will ensure that feedback processes are accessible to persons with disabilities by providing options of accessible formats and communication supports upon request • We will notify employees and the public about the availability of accessible formats and communications supports for providing feedback 	Completed



<p>Accessible websites and web content</p> <ul style="list-style-type: none"> We will ensure all new internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level A Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) to level AA (except for (i) success criteria 1.2.4 Captions (Live); and (ii) success criteria 1.2.5 Audio Descriptions (Pre-recorded) <p>Except where meeting the requirement is not practicable, this requirement applies to:</p> <ul style="list-style-type: none"> Websites and web content, including web-based applications, that we control directly or through a contractual relationship that allows for modification of the product; and To web content published on a website after January 1, 2012 <p>In determining whether meeting the requirements of this section is not practicable, we may consider, among other things, (a) the availability of commercial software or tools or both; (b) significant impact on an implementation timeline that is planned or initiated before January 1, 2012.</p>	Completed
<p>Recruitment</p> <ul style="list-style-type: none"> We will notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process 	Ongoing
<p>Recruitment, assessment or selection process</p> <ul style="list-style-type: none"> During the recruitment process, we will 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 If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability 	Ongoing
<p>Notice to successful applicants</p> <ul style="list-style-type: none"> When making offers of employment, we will notify the successful candidates of our policies for accommodating employees with disabilities 	Ongoing
<p>Informing employees of supports</p> <ul style="list-style-type: none"> We will inform employees of our policies used to support employees with disabilities, including, but not limited to, policies on provision of job accommodations that take into account an employee's accessibility needs due to disability We will provide the information required under this section to new employees during orientation or as soon as practicable after they begin their employment We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employees' accessibility needs due to disability 	Ongoing
<p>Performance Management, Redeployment, Career Development & Advancement</p> <ul style="list-style-type: none"> We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when; using our performance management process, considering redeployment, and in career development and advancement. 	Ongoing



<p>Workplace emergency response information</p> <ul style="list-style-type: none"> • We will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and we are aware of the need for accommodation • If an employee who receives individualized workplace emergency response information requires assistance, with the employee’s consent, we will provide the workplace emergency response information to a person designated to provide assistance to the employee • We will provide the information required under this section as soon as practicable after we become aware of the need for accommodation due to the employee’s disability • We will review the individualized workplace emergency response information: <ul style="list-style-type: none"> • When the employee moves to a different location in the organization; • When the employee’s overall accommodations needs or plans are reviewed; and • When we review our general emergency response policies 	Ongoing
<p>Emergency procedure, plans or public safety information</p> <ul style="list-style-type: none"> • When we prepare emergency procedures, plans or public safety information and make the information available to the public, we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request 	Ongoing
<p>Notice of Disruptions in Service</p> <ul style="list-style-type: none"> • At times service disruptions may occur due to reasons that may or may not be within our control or knowledge. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use our goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible. • In the event that a notification needs to be posted the following information will be included unless it is not readily available or known: <ul style="list-style-type: none"> • Goods or services that are disrupted or unavailable; • Reason for the disruption; • Anticipated duration; and • A description of alternative services or options. • When disruptions occur, we will provide notice by: <ul style="list-style-type: none"> • Posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption • Contacting customers with appointments; • Verbally notifying customers when they are making a reservation or appointment; or • By any other method that may be reasonable under the circumstances. 	Ongoing



<p>Design of Public Spaces</p> <ul style="list-style-type: none">• We will incorporate accessibility in areas of our business that are deemed to be public spaces and are newly constructed or redeveloped on or after January 1, 2017. Specifically, we will work with design and architect consultants as well as municipal building services as applicable, to ensure accessibility standards are incorporated when constructing or redeveloping any of our public eating areas, exterior trails and paths, accessible public parking, waiting and service areas on or after January 1, 2017.• As part of our Site Inspections we will review these areas for deficiencies and ensure they are in working order. Maintenance and repair will be conducted in a timely manner. If accessibility is temporarily disrupted notification and signs will be posted. If available alternative accessible options will be communicated.	Ongoing
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