Dalton Pharma Services Multi-Year Accessibility Plan

Part 1- General Requirements

This section of the Regulation requires Dalton Pharma Services to:

- **Develop accessibility policies and a multi-year accessibility plan**
- **Report annually on the progress of the multi-year plan**
- **Ensure staff and volunteers have been trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code**

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to date (Actions)	Champion/Due Date	Status
Develop accessibility policies • Develop, implement and maintain policies about what your organization will do to meet the IASR requirements and become more accessible • Statement of commitment • Make policies available to the public	January 1, 2014	-Update current AODA Customer Service Standard Policy to incorporate our statement of commitment and how we will meet the IASR requirements	-Customer Service Standard Policy updated and posted on company website -Statement of Commitment posted on company website	-Human Resources (December 2013)	Complete
Develop a multi- year accessibility plan • Establish, implement, maintain and document a multi-year accessibility plan • Post multi-year accessibility plan on website and provide in an accessible format, upon request	January 1, 2014	-A multi-year accessibility plan that sets out how Dalton Pharma Services will comply with requirements of IASR will be developed and posted on the website	-Multi-year accessibility plan developed and posted on company website	-Human Resources (December 2013)	Complete
Training Ensure that training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, agents, contractors and third parties acting on behalf of Dalton Pharma Services; and persons who participate in developing policies and others who provide goods, services or facilities on behalf of Dalton Pharma Services	January 1, 2015	-Modify current Customer Service Standard training form and video to include IASR and Human Rights Code training -Will be revising our HR guidelines to include AODA review	-Training program developed and in use for all employees, volunteers, contractors and third parties acting on behalf of Dalton Pharma Services -On-line tracking of completed training in use	-Human Resources, (Nov/Dec 2014)	Complete

Part II- Information and Communication Standards

This section of the Regulation includes requirements related to:

- **Accessible websites and web content**
- **Accessible feedback processes**
- **Accessible formats and communication supports**

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to date (Actions)	Champion/Due Date	Status
Accessible websites and web content Websites and web content to conform to WCAG 2.0 Level A/AA	January 1, 2014- January 1, 2021	-Train all key staff on WCAG 2.0 guidelines -Identify new websites and new web content to be deployed -Develop project plans for new sites/web content that required (at a minimum) WCAG Level A compliance for websites/web content being deployed in 2014	-Complete and ongoing. IT reviewed Dalton Pharma Services main Site.	-IT Department, (2015 – 2016)	**Complete & Ongoing**
Feedback processes Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request	January 1, 2015	-Document processes -Ensure all Dalton Pharma Services websites incorporate an on-line feedback process and full accessibility in other formats, upon request	-Complete	Human Resources & IT	Complete
Accessible formats and communication supports Upon request, provide for provision of accessible formats and communication supports for persons with disabilities Notify the public about the availability of accessible formats and communication supports	January 1, 2016	Dalton Pharma Services to provide accessible formats and communication supports in a timely manner, at no additional cost	-Ongoing	-Human Resources, - IT Department (Nov /Dec 2015)	Complete

Part III- Employment Standards

This section of the Regulation includes requirements related to:
- **Recruitment, assessment and selection**
- **Accessible formats and communication supports for employees**
- **Workplace emergency response**
- **Return to work processes**
- **Performance management, career development and redeployment**

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to date (Actions)	Champion/Due Date	Status
Recruitment, assessment, or selection process Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request	January 1, 2016	-Review existing recruitment policies, procedures and processes -Update recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request	-In progress: potential candidates are currently advised to inform Dalton Pharma Services if an accommodation is required for an interview	Human Resources (Nov/Dec 2015)	Complete
Notice to successful applicants When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities	January 1, 2016	-Create an accommodation procedure		Human Resources (Nov/Dec 2015)	Complete
Informing employees of support Inform employees of policies used to support employees with disabilities as soon as practicable Information shall be provided to new employees as soon as practicable after they begin their employment Employers shall provide updated information whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability	January 1, 2016	-Providing information regarding accommodation as the new employee begins employment (during the orientation) -Keeping employees up to date to changes to existing policies on job accommodations with respect to disabilities		Human Resources (Nov/Dec 2015)	Incomplete **In progress** Complete

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to date (Actions)	Champion/Due Date	Status
Accessible formats and communication supports for employees When requested by an employee with a disability, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and information generally available to employees in workplace	January 1, 2016	-Dalton Pharma Services to provide accessible formats and communication supports in a timely manner to requested staff, at no additional cost	-In progress	Human Resources (Nov/Dec 2015)	Incomplete **In progress** Complete
Workplace emergency response information Provide individualized workplace emergency response information to employees who have a disability as required	January 1, 2012	-Review Dalton Pharma Services emergency information -Develop individualized workplace emergency response information procedures for employees with disabilities if applicable	- Individualized workplace emergency response information procedure in place for employee(s) - To ask new employees when hired as part of orientation as well as post on the portal for those when circumstances arise (to be completed)	Facilities & Health & Safety Committee	Complete
Documented individual accommodation plans Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	January 1, 2016	-Create Accommodation procedure -Document individual procedures	-	Facilities & Health & Safety Committee	Complete

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to date (Actions)	Champion/Due Date	Status
Return to work process 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 to return to work	January 1, 2016	-Review, update and document existing return to work process	-In progress	Human Resources (October 2015)	Complete
Performance management, career development and redeployment Take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment	January 1, 2016	-Create accessible employment procedure	-In progress	Human Resources (October 2015)	Complete