



MULTI-YEAR ACCESSIBILITY PLAN 2012-2021

The Multi-year Accessibility Plan outlines the policies and actions that ICON Digital Productions (“the Company”) will implement in order to improve opportunities for persons with disabilities. The Multi-year Accessibility Plan will be modified on a yearly basis to reflect the Company’s continuous action to improve services for those with disabilities.

1. STATEMENT OF COMMITMENT

The Company is committed to treating all individuals in a way that promotes an environment founded on dignity and independence. We believe strongly in the merits of integration and equal opportunity for all individuals. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so through thoughtful prevention and removal of harmful barriers to accessibility, and to meet accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

2. CUSTOMER SERVICE STANDARD

Actions Taken:

The Company has developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. Regulation 429/07 sets out guidelines for preventing and removing barriers to accessibility to improve the customer services of agencies. Regulation 429/07 required private organizations to comply with the Customer Service Standard as of January 1, 2012.

The Company is committed to serving all customers including persons with disabilities. The Integrated Accessibility and Customer Service Standard Policy has been put into practice as required by the *Accessibility for Ontarians with Disabilities Act, 2005*. The Company’s Integrated Accessibility and Customer Service Standard Policy outlines the commitment to accessibility and adherence to each area of the Customer Service Standard. This policy can be made available in an accessible format upon request.

The Company has fulfilled the following requirements of the Customer Service Standard of the AODA:

- a) The Company has created and put in place a customer service plan that:
 - i) considers a person’s disability when communicating with them;

- ii) allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks;
 - iii) allows service animals;
 - iv) welcomes support persons;
 - v) informs customers know when accessible services aren't available; and
 - vi) invites customers to provide feedback
- b) The Company has trained all staff on accessible customer service, and has created an ongoing process to train new staff with regards to the customer service standard.
- c) The Company has put the customer service in writing, and made the plan available to the public and employees
- i) the plan can be accessed on both the Company website and intranet; and
 - ii) the plan is available in accessible formats, if requested

The Company has reported its progress online by filing the required accessibility reports with the Ministry of Community and Social Services. The Company will comply with the customer service standard by filing all accessibility reports mandated by law, as needed.

3. EMPLOYMENT STANDARD: WORKPLACE EMERGENCY RESPONSE INFORMATION

Actions Taken:

The Company is committed to providing its customers and clients with publicly available emergency information in an accessible way, upon request. Employees with disabilities will be provided with individualized emergency response information when necessary.

The Company has created a process for documenting accessibility issues for employees and for documenting individualized workplace emergency response information, to comply with the AODA Employment Standard: Workplace Emergency Response Information requirement which came into effect as of January 1, 2012.

The Company is committed to providing all existing employees individualized Employee Emergency Information Worksheets when necessary, to document emergency plans individuals with accessibility issues in the event of an emergency. The Company will provide all employees with accessibility issues in emergencies individualized workplace emergency response plans.

The Company is committed to maintaining a safe workplace for all employees and will continue to document workplace emergency plans, and revise and review existing emergency plans, for employees requiring assistance with accessibility in the event of an emergency.

The Company will review the emergency response information when:

- a) the employee changes work locations;
- b) reviewing the employee's overall accommodation needs; and
- c) reviewing our organization's emergency response policies

4. TRAINING

Actions Taken:

The Company is committed to providing training to employees, volunteers, and other staff members on Ontario's accessibility laws and on the *Ontario Human Rights Code* as it relates to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members. The Company takes the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws which came into effect on January 1, 2015:

- a) The Company provides training to:
 - i) all employees and volunteers, including paid and unpaid positions;
 - ii) anyone who is involved in developing your organization's policies, including managers, senior leaders, directors and owners; and
 - iii) anyone who provides goods, services or facilities on your behalf, such as facilities management and contact centres

5. INFORMATION AND COMMUNICATIONS STANDARD

Actions Taken:

To comply with the AODA Customer Service Standard requirements that came into effect on January 1, 2015, the Company has implemented an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability.

The Company has made the feedback process available to the public, and is available in accessible formats on request.

The Company has taken the following steps to ensure existing feedback processes are accessible to employees with disabilities upon request:

- a) Create a process to receive and respond to feedback from our employees; and
- b) Make the feedback process accessible in multiple formats, such as telephone, email, mail, and in-person

The Company is committed to meeting the communication needs of persons with disabilities. The Company consults with people with disabilities to determine their information and communication needs.

The Company has taken the following steps to ensure all new or significantly refreshed websites and content will conform to WCAG 2.0 Level A requirements that came into effect on January 1, 2014:

- a) Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language;
- b) Make all functionality available from a keyboard;
- c) For any moving, blinking or scrolling information that starts automatically, lasts more than five seconds, and is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
- d) For any auto-updating information that starts automatically and is presented in parallel with other content, provide a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential

The Company ensures to make all publicly available information accessible upon request and:

- a) Let the public know that we will make information accessible upon request; and
- b) Consult with people who request accessible information to figure out how to meet their needs, as soon as possible

The Company will take the following steps to make all websites and content conform to WCAG 2.0, Level AA requirements by January 1, 2021:

For web pages that cause legal commitments or financial transactions for the user to occur, or modify or delete user-controllable data in data storage systems:

- a) Ensure data submissions are reversible;
- b) Ensure data that is entered by the user is checked for input errors and the user is provided an opportunity to correct them; and
- c) Ensure a mechanism is available for reviewing, confirming, and correcting information before finalizing the submission

6. RECRUITMENT STANDARD

Action Taken:

The Company is committed to fair and accessible employment practices. The Company is committed to notifying the public, employees, and job applicants that, when requested, the Company will accommodate persons with disabilities during the recruitment and assessment processes and when people are hired. The Company ensures to:

- a) Let job applicants know that accommodations will be made to persons with disabilities during the selection process;
- b) Consult with job applicants requesting accommodation, and make adjustments that best suit their needs; and
- c) Notify successful applicants of the Company's policies for accommodating employees with disabilities

7. INFORMATION FOR EMPLOYEES

Actions Taken:

The Company is committed to ensure employees know about our organization's policies for supporting employees with disabilities. By mandate of Ontario's accessibility laws, which came into effect on January 1, 2016, the Company will:

- a) Ensure all staff know about the Company's policies for supporting employees with disabilities; and
- b) Inform all employees about these policies when:
 - i) new requirement comes into effect;
 - ii) when new employees are hired; and
 - iii) when policies are updated or changed

8. PROCESSES TO ACCOMMODATE EMPLOYEES

Actions Taken:

The Company is committed to developing and implementing a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. By mandate of Ontario's accessibility laws, which came into effect on January 1, 2016, the Company will:

- a) Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability

- b) Outline the steps the Company will take to help employees return to work when they:
 - i) have been absent because of a disability; and
 - ii) need some form of disability-related accommodation to return to work

The Company is committed to ensuring the accessibility needs of employees with disabilities are taken into account when using performance management, career development and redeployment processes. By mandate of Ontario's accessibility laws, which came into effect on January 1, 2016, the Company will:

- a) Make performance management accessible by:
 - i) Reviewing all employees' accommodation plans to understand their needs and determine whether adjustments are needed to help them succeed;
 - ii) Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked; and
 - iii) Providing feedback and coaching to employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability
- b) Provide career development opportunities, consider what accommodations employees with disabilities may need in order to:
 - i) learn new skills;
 - ii) take on more responsibilities in their current position; and/or
 - iii) consider what can be done to help employees with disabilities succeed in other positions when they change jobs.

9. DESIGN OF PUBLIC SPACES

The Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- a) Service-related elements, such as service counters, fixed queuing lines, and waiting areas

The Company will put procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR. In the event of a service disruption, the Company will notify the public of the service disruption and alternatives available.

10. OTHER

The Company will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of the Company as required and requested.

11. CONTACT INFORMATION

For more information, questions, or concerns regarding accessibility at the Company or to request communication in an accessible format, please contact the Human Resources department.

Phone: 905-889-2800

Email: accessibility@icondigital.com