

# Organizational Planning Template: Integrated Accessibility Standards Regulation (IASR)

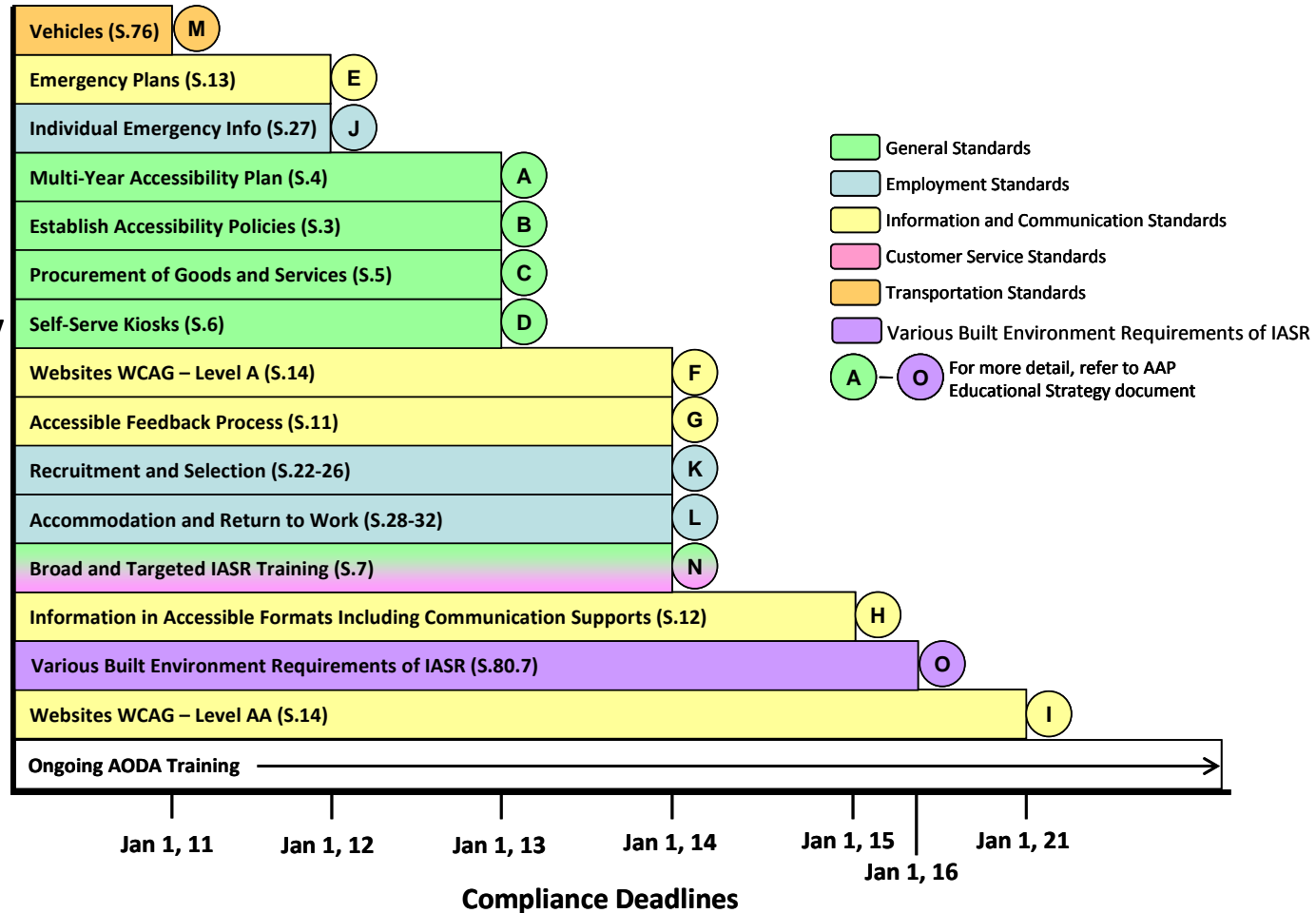
The chart below is a visual representation of the requirements of the IASR that are included in this template.



## Accessibility for Ontarians with Disabilities Act (AODA) 2005

### Compliance Schedule for Large Public Sector Organizations (TOH)

**AODA  
Integrated  
Accessibility  
Standard  
Regulations  
(June 2011)**



**IASR Multi-Year Plan Template**

**Part I: General Standards – s.3**

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	I: Accessibility Policies				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
3.1 Establish accessibility policies	Policies that govern how to achieve accessibility through meeting the IASR requirements are developed, implemented and maintained	1. All policies are developed and are updated annually.	Complete	Mar/16	
		2.			
		3.			
		4.			
		5.			
3.2 Statement of organizational commitment	Statement of organizational commitment to meet the accessibility needs of persons with disabilities is included in policy	Statement is included in each policy on accessibility.	Complete	Jul/16	
3.3 Make policy documents publicly available	Written policy documents are made publicly available and in accessible format upon request	On request, policies are made available.	Complete	Jul/16	

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**Part I: General Standards – s.4**

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	I: Multi-Year Accessibility Plans <span style="float: right;">Compliance Deadline: January 1st, 2013</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>4.1</b> Establish multi-year accessibility plan	A multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of IASR is established, implemented, maintained and documented	Complete	Complete	Sept/16	
	The accessibility plan is posted on website and provided in an accessible format upon request		Complete	Feb/10	
	Plan is reviewed and updated at least once every 5 years		Complete	Jul/16	
<b>4.2</b> Conduct consultation with persons with disabilities	Consultation with persons with disabilities and if one exists, an accessibility advisory committee	Persons with disabilities are consulted annually on accessibility issues at PRH.	Complete	Jul/16	
<b>4.3</b> Prepare annual status report	Report on the year’s progress toward goals and targets identified in multi-year accessibility plan is prepared		Complete	Dec/15	
	The report is posted on website and provided in an accessible format upon request		Complete	Dec/15	

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**Part I: General Standards – s.5**

AODA Standards / Regulation Reference O. Reg.191/11, s. 5	I: Procuring or Acquiring Goods, Services or Facilities <span style="float: right;">Compliance Deadline: January 1st, 2013</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<p><b>5.1</b> Incorporate accessibility criteria and features into procurement process</p>	<p>Accessibility is built into the procurement initiative through the Corporate Purchase Policy, the Purchase Authorization form, Evaluation and Standardization committee and RFP processes. This is accomplished through questions and language that prompt accessibility considerations through the procurement process</p>		<p><b>Complete</b></p>	<p><b>Dec/16</b></p>	
<p><b>5.2</b> Provide explanation if impracticable, upon request</p>	<p>If it is not materially possible to take into account accessibility criteria and options, the Hospital provides an explanation for this on request.</p>		<p><b>Complete</b></p>	<p><b>Dec/16</b></p>	

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**Part I: General Standards – s.6**

AODA Standards / Regulation Reference O. Reg.191/11, s. 6	I: Self-Service Kiosks <span style="float: right;">Compliance Deadline: January 1st, 2013</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>6.1</b> Incorporate accessibility features when procuring or acquiring self-service kiosks	N/A	N/A			

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**Part I: General Standards – s.7**

AODA Standards / Regulation Reference O. Reg.191/11, s. 7	I: Training <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>7.1</b> Provide training on IASR accessibility standards and Human Rights Code	All employees, volunteers, persons participating in development of organizational policy and other persons who provide goods, services or facilities on behalf of the organization, receive training	All staff complete the training through eLearning.	<b>Complete</b>	<b>100% by December every year.</b>	
<b>7.2</b> Training is appropriate to duties	Training is appropriate to the duties of the training participants	Training encompasses all staff duties.	<b>Complete</b>	<b>Jul/13</b>	
<b>7.3</b> As soon as practicable	Training is delivered as soon as practicable	Training is completed at orientation.	<b>Complete</b>	<b>Jul/13</b>	
<b>7.4</b> Training regarding policy changes	Training in respect of any changes to the policy described in Section 3 is provided	Electronic policy manual, users get notifications about new and revised policies.	<b>Complete</b>	<b>Jul/15</b>	
<b>7.5</b> Record of training	A record of training provided under this section, including dates of training and number of individuals is kept	All records are kept in eLearning modules.	<b>Complete</b>	<b>Jul/14</b>	

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**Part II: Information and Communication Standards – s.11**

<b>AODA Standards / Regulation Reference O. Reg.191/11, s. 11</b>	<b>II: Feedback Process</b> <span style="float: right;"><b>Compliance Deadline: January 1st, 2014</b></span>				
	<b>DELIVERABLES</b>	<b>ACTION PLAN</b>	<b>STATUS</b>	<b>RESPONSIBILITY (MTH/YR)</b>	<b>COMMENTS</b>
<p><b>11.1</b> Ensure feedback processes are accessible by accessible formats and/or communication supports upon request</p>	<p>Pembroke Regional Hospital ensures that its feedback processes are accessible to individual needs and that our hospital is able to accommodate communication supports when requested.</p>		<p><b>Complete</b></p>	<p><b>Aug/16</b></p>	
<p><b>11.3</b> Notify the public about the availability of accessible formats and communication supports</p>	<p>Pembroke Regional Hospital ensures that its feedback processes are accessible to individual needs and that our hospital is able to accommodate communication supports when requested.</p>		<p><b>Complete</b></p>	<p><b>Aug/16</b></p>	

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**Part II: Information and Communication Standards – s.12**

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports <span style="float: right;">Compliance Deadline: January 1st, 2015</span>				
	DELIVERABLES	ACTION PLAN	STATUS+	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>12.1</b> Provide accessible formats and communication supports for information	Accessible formats and communication supports provided <ul style="list-style-type: none"> <li>- in a timely manner that takes into account the person’s accessibility needs due to disability and</li> <li>- at a cost that is no more than the regular cost charged to other persons</li> </ul>		<b>Complete</b>	<b>Aug/16</b>	
<b>12.2</b> Consult with person requesting alternate format			<b>Complete when Required</b>	<b>As needed</b>	
<b>12.3</b> Notify public of availability of these alternatives		Notification on website.	<b>Complete</b>	<b>Aug/16</b>	



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**Part II: Information and Communication Standards – s.13**

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information				Compliance Deadline: January 1st, 2012
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>13.1</b> Provide emergency procedure and public safety information in accessible formats or with communication supports as soon as practicable, upon request	Emergency Management Committee	Update policies and procedures to reflect standard.	Complete	Dec/16	

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**Part II: Information and Communication Standards – s.14**

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	<b>II: Accessible Web Sites and Web Content</b> <span style="float: right;"><b>Compliance Deadline: January 1st, 2014 and January 1<sup>st</sup> 2021</b></span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<p><b>14.1</b> Ensure internet and intranet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> <li>• New websites and web content to Level A by January 1, 2014 (14.4)</li> <li>• All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions) (14.4)</li> </ul>	<p>Internet and Intranet meets technical requirements of WCAG 2.0 on required schedule</p> <ul style="list-style-type: none"> <li>- This applies to websites and web content that an organization controls directly or through a contractual relationship that allows for modification of the product</li> <li>- This applies to web content published on a website after January 1, 2012</li> </ul>	<p>N/A</p>	<p><b>Complete</b></p>	<p><b>Jul/16</b></p>	

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**Part III: Employment Standards – s.22**

AODA Standards / Regulation Reference O. Reg.191/11, s. 22	III: Recruitment, General <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>22.0</b> Notify about accommodation in recruitment process	All employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process	On career job posting page, a tag line will be posted to accommodate individuals with disabilities.	<b>In progress</b>	<b>Aug/16</b>	

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**Part III: Employment Standards – s.23**

AODA Standards / Regulation Reference O. Reg.191/11, s. 23	III: Recruitment, Assessment or Selection Process					Compliance Deadline: January 1st, 2014
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS	
<b>23.1</b> Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection	Confirmation of interview transmission to candidates states: “Should you have limitations requiring accommodations, please do not hesitate to contact me indicating your requirements in advance of the interview”.  Job postings include notification to employees that you will accommodate in job postings.		<b>Complete</b>	<b>Nov/15</b>		
<b>23.2</b> Consult with selected applicant and provide/arrange for suitable accommodation in a manner that takes into account the applicant’s accessibility needs	If yes, have plan for assisting applicant.  If candidate requires accommodations, HR has a process to provide suitable accommodation in a manner that takes into account applicant’s accessibility needs.	Consult with community partners to provide for applicant’s accessibility needs, as required.	<b>Complete</b>	<b>Nov/15</b>		

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**Part III: Employment Standards – s.24**

AODA Standards / Regulation Reference O. Reg.191/11, s. 24	III: Notice to Successful Applicants <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<p><b>24.0</b> When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities</p>	<p>You must tell your employees about your policies to support people with disabilities, new employees when they are hired and all employees if you change the policies. To get this information out, you can use newsletters, emails, memos, websites, bulletin boards, staff meetings, one-on-one conversations.</p>	<p>Annual eLearning – all staff required to participate.</p> <p>Updates are done as legislative changes and/or updates occur.</p>	<p><b>Complete</b></p>	<p><b>Jul/14</b></p>	

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**Part III: Employment Standards – s.25**

AODA Standards / Regulation Reference O. Reg.191/11, s. 25	III: Informing Employees of Supports <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>25.1</b> Inform employees of policies supporting employees with disabilities	Provide information to all employees via eLearning module on accessibility.	Review policy annually and eLearning completed annually.	<b>Complete</b>	<b>Jul/13</b>	
<b>25.2</b> Provide this information to new employees as soon as practicable after hiring	Information and training is provided with all employees within three months.	Three months after date of hire.	<b>Complete</b>	<b>Jul/14</b>	
<b>25.3</b> Provide updated information on accommodations policies to employees when changes occur	Process in place to notify employee of changes.	Notified through all staff memo and update policy on Policy Medical.	<b>Complete</b>	<b>Jul/14</b>	

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**Part III: Employment Standards – s.26**

AODA Standards / Regulation Reference O. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for Employees <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<p><b>26.1</b> Provide accessible formats and communication supports for job or workplace information, upon request</p>	<p>All information that is:</p> <ul style="list-style-type: none"> <li>• needed in order to perform the employee’s job</li> <li>• generally available to employees in the workplace</li> </ul> <p>is provided to employees in alternate format or with communication supports, upon request</p>	<p>Have resources to provide accessible formats to employees as needed.</p>	<p><b>Complete</b></p>	<p><b>Jul/16</b></p>	
<p><b>26.2</b> Consult with employee to determine suitability of format or support</p>	<p>Meet with employee and Occupational Health to determine need/format and support required.</p>	<p>Review on a case-by-case basis, as required.</p>	<p><b>Complete</b></p>	<p><b>Jul/16</b></p>	

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**Part III: Employment Standards – s.27**

AODA Standards / Regulation Reference O. Reg.191/11, s. 27	III: Workplace Emergency Response Information <span style="float: right;">Compliance Deadline: January 1st, 2012</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>27.1</b> Provide individualized workplace emergency response information to employees who have a disability	Emergency plans developed on a case-by-case basis and communicated to colleagues on an as-needed basis to ensure employee is safe in the event of an emergency.	Assessed annually.	<b>Complete</b>	<b>Jul/13</b>	
<b>27.2</b> Provide information to person designated to provide assistance upon consent	Emergency plans developed on a case-by-case basis and communicated to colleagues on an as-needed basis to ensure employee is safe in the event of an emergency.	Assessed annually.	<b>Complete</b>	<b>Jul/13</b>	
<b>27.3</b> Provide information as soon as practicable after becoming aware of the need	Information is provided as soon as possible.	As needed.	<b>Complete</b>	<b>Jul/13</b>	
<b>27.4</b> Review individualized workplace emergency response information when: <ul style="list-style-type: none"> <li>• employee moves location</li> <li>• individual plans are reviewed</li> <li>• general emergency policies reviewed</li> </ul>	Emergency plans developed on a case-by-case basis and communicated to colleagues on an as-needed basis to ensure employee is safe in the event of an emergency.	As needed.	<b>Complete</b>	<b>Jul/13</b>	



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**Part III: Employment Standards – s.28**

AODA Standards / Regulation Reference O. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans				Compliance Deadline: January 1st, 2014
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>28.1</b> Develop written process for documented individual accommodation plans	Provide accommodation plans for employees with temporary or permanent restrictions. Developed on a case-by-case basis.	Plans reviewed as required or annually.	<b>Complete</b>	<b>Jul/14</b>	
<b>28.2</b> Include prescribed elements in process: <ul style="list-style-type: none"> <li>• How employee can participate</li> <li>• How employee will be assessed</li> <li>• How employer can request assessment to determine accommodation</li> <li>• How employee can request participation of union representative</li> <li>• How employee’s personal information will remain private</li> <li>• How, and how often, plan will be reviewed and updated</li> <li>• How reasons for denied request will be communicated</li> <li>• How plan will be provided to employee</li> </ul>	Individualized accommodation plans are put in place for employee’s requiring temporary or permanent accommodation.	Plans are reviewed annually or as required.	<b>Complete</b>	<b>Jul/14</b>	

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<p><b>28.3</b> Individual accommodation plans shall:</p> <ul style="list-style-type: none"><li>• Include any information regarding accessible formats and communications supports provided, if requested</li><li>• Include individualized workplace emergency response information, if required</li><li>• Identify any other accommodation that is to be provided</li></ul>	<p>Provide accommodation plans for employees with temporary or permanent restrictions. Developed on a case-by-case basis.</p>	<p>Plans are reviewed annually or as required.</p>	<p><b>Complete</b></p>	<p><b>Jul/14</b></p>	
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**Part III: Employment Standards – s.29**

AODA Standards / Regulation Reference O. Reg.191/11, s. 29	III: Return-to-Work <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>29.1</b> Develop a documented return-to-work process	Provide return to work plan based on limitations and restrictions of employees	Provide individualized plans to support employees who have been absent with and require disability related accommodations to return to work.	<b>Complete</b>	<b>Jul/14</b>	
<b>29.2</b> Include steps employer will take to facilitate return to work and use documented individual accommodation plans	Provide return to work plan based on limitations and restrictions of employees	Provide individualized plans to support employees who have been absent with and require disability related accommodations to return to work.	<b>Complete</b>	<b>Jul/14</b>	

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**Part III: Employment Standards – s.30**

AODA Standards / Regulation Reference O. Reg.191/11, s. 30	III: Performance Management <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>30.1</b> Include accessibility considerations in performance management processes	The use of the performance management process takes into account the accessibility needs of employees with disabilities, including existing accommodation plans	Consideration of the needs of employees and their requirements are accounted for in Performance Management Systems.	<b>Complete</b>	<b>Jul/16</b>	

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**Part III: Employment Standards – s.31**

AODA Standards / Regulation Reference O. Reg.191/11, s. 31	III: Career Development <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<p><b>31.1</b> Include accessibility considerations and individual accommodation plans in career development and advancement, including additional responsibilities within current position</p>	<p>Consideration is provided by employer in consultation with HR regarding career development and advancement.</p>	<p>Reviewed case-by-case based upon individualized requirements of employee.</p>	<p><b>Complete</b></p>	<p><b>Jul/16</b></p>	

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**Part III: Employment Standards – s.32**

AODA Standards / Regulation Reference O. Reg.191/11, s. 32	III: Redeployment <span style="float: right;">Compliance Deadline: January 1st, 2014</span>				
	DELIVERABLES	ACTION PLAN	STATUS	RESPONSIBILITY (MTH/YR)	COMMENTS
<b>32.1</b> Include accessibility considerations and individual accommodation plans in redeployment processes	Consideration is provided in conjunction with HR, Occupational Health and Union Leads.	Reviewed on case-by-case basis, based upon individualized requirements of employee.	<b>Complete</b>	<b>Jul/16</b>	

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**Part IV: DRAFT Built Environment Standards (Design of Public Spaces) Sections as below.**

AODA Standards / Regulation Reference O. Reg.191/11, S. 80.16, 80.22, 80.33-80.37, 80.39-80.42	IV: Design of Public Spaces (DRAFT) <span style="float: right;">Compliance Deadline: Estimated as January 1st, 2016</span>					
	DELIVERABLES	ACTION PLAN	STATUS	BUDGET	RESPONSIBILITY (MTH/YR)	COMMENTS
All sections of the Built Environment Standards (Design of Public Spaces)	Technical requirements outlined in the AODA Built Environment Standards (Design of Public Spaces) are met in all new construction and/or renovation, in all relevant areas including:					
<b>Ss. 80.33 to 80.37</b> Accessible Parking	Accessible Parking	Current policy does not meet all standards, but any changes will.	<b>N/A</b> <b>No changes made in 2016</b>			
<b>Ss. 80.16, 80.22, 80.28</b> Exterior Spaces	Exterior paths of travel Outdoor public use eating areas	Current space does not meet, but any new or renovated areas will.	<b>No changes made in 2016</b>			
<b>Ss. 80.39 to 80.41</b> Interior Spaces	Service Counters Fixed queuing guides Waiting areas	Renovated and new spaces meet new guidelines e.g. 3A Nursing Desk.	<b>Completed</b>	<b>Oct/16</b>		
<b>Ss. 80.42</b> Maintenance	Maintenance		<b>No changes made in 2016</b>			