

# Markdom AODA Multi-Year Accessibility Plan



Markdom is committed to meeting the accessibility needs of people with disabilities in a timely manner. In order to meet this goal and to comply with the requirements under the Integrated Accessibility Standard (Ontario Regulation 191/11 of the *Accessibility for Ontarians with Disabilities Act, 2005*) (the "IASR"), Markdom has developed the following multi-year Accessibility Plan. This plan will be reviewed at least once every five years.

#### **GENERAL REQUIREMENTS**

ltem	Description	Action	Status	Compliance Date	Internal Due Date
Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Policy has been created.	Complete	August 19, 2021	
	Publication of the Policy	To be publish on boards and internal Markdom Intranet	Ongoing		Q3, 2021
Accessibility Plans	Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Plan has been outlined and actions are in place to address items on the plan. Markdom does not have an active website. In the event that Markdom develops a website, Markdom will comply with applicable accessibility requirements. Plan will be reviewed and updated (if necessary) every five years.	Complete	August 19, 2021	
Training	<ul> <li>Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,</li> <li>(a) all employees, and volunteers;</li> <li>(b) all persons who participate in developing the organization's policies; and</li> <li>(c) all other persons who provide goods, services or facilities on behalf of the organization.</li> </ul>	Training material has been completed and training for operators, managers and supervisor will be roll on September 2021. Training records are going to be saved by HR and available at any point.	Ongoing		Q4, 2021



#### INFORMATION AND COMMUNICATIONS STANDARDS

ltem	Description	Action	Status	Compliance Date	Internal Due Date
Feedback	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Markdom is committed to working together with employees if accessible formats and/or communications supports are required. Feedback and requests for supports are to be directed to the HR and JHSC.	Complete JHSC	August 19, 2021	
Accessible Formats & Communicati on Supports	Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Ensure that the accessible formats can be provided in a timely manner. Training complete for all current staff to understand the need and importance of accommodating requests. Training will be provided for new employees.	Ongoing		Q4 2021
	The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Markdom's policy states that we will work with the requestor to ensure that what is provided meets his/her needs.	Ongoing	August 19, 2021	
	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Posters to be displayed at both entrances with this information. Post information on the internal Markdom net	Ongoing		Q3 2021
Accessible Websites & Web Content	Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Markdom does not have an internet website. In the event that Markdom develops an internet website, Markdom will comply with applicable accessibility requirements.	Ongoing	Wed developers were notify about the legal requirements August 18, 2021	
Publicly Available Emergency Information	If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Markdom has emergency procedures and plans however this information is not made available to the public.			



#### EMPLOYMENT STANDARD

tem	Description	Action	Status	Compliance Date	Internal Due Date
Recruitment - General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Include a line at the bottom of every job posting stating that we will provide accommodations for persons with disabilities.	Complete	August 19, 2021	
Recruitment, Assessment or Selection Process	During a recruitment process, an employer shall 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.	Notify applicants when they are contacted for an interview that we will provide accommodation wherever necessary.	Complete	August 19, 2021	
	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Determine if there are barriers with things like interview rooms, paperwork, etc. and ensure that there are ways to accommodate persons with disabilities in these areas.			
Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Include a statement in the offer letter/contract or welcome email.	Complete	August 19, 2021	
Informing Employees of Supports	Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Post policy on bulletin boards and on intranet. Training for staff.	Ongoing		Q4, 2021
	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Distribute policy and train staff within first week of hire.	Ongoing		Q4, 2021
	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Post new policy on bulletin boards and Markdom net whenever there is a change.	Ongoing		Q4, 2021
Accessible Formats & Communication Supports for Employees	In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to	Identify any information that a person with a disability may request an accessible format of, and identify ways to provide accessible formats or communication supports.	Ongoing JHSC		Q4, 2021



	perform the employee's job; and			
	(b) information that is generally available to employees in the workplace.			
	The employees in the workplace. The employee shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Work with the employee to ensure they have the required accessible formats or communication supports.	Ongoing JHSC	Q4, 2021
Workplace Emergency Response Information	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Process to be established by JHSC	In Progress JHSC	Q4, 2021
	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Assistance will be provided by JHSC.	In Progress JHSC	Q4, 2021
	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Process to be established by JHSC	In Progress JHSC	Q4, 2021
	Every employer shall review the individualized workplace emergency response information,	Process to be established by JHSC	In Progress JHSC	Q4, 2021
	<ul> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>			
Documented Individual Accommodation Plans	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Process to be established.	In progress	Q1, 2022
	The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the	Process to be established.	In progress	Q1, 2022
	individual accommodation plan. 2. The means by which the employee is			



assessed on an individual basis.				
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.				
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.				
5. The steps taken to protect the privacy of the employee's personal.				
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.				
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.				
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.				
Every employer, other than an employer	Process to be	In progress		Q1, 2022
(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and	established.			
	Process to be	In progress		Q1, 2022
<ul><li>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</li><li>(b) use individual documented accommodation plans, as described in</li></ul>	established.	in progress		Q1, 2022
	<ul> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> <li>Every employer, other than an employer that is a small organization,</li> <li>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</li> <li>(b) use individual documented</li> </ul>	3. 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Performance	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. An employer that uses performance	Process to be established. Markdom is	In progress	August 19, 2021	Q1, 2022
Management	management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	committed to ensuring that management complies with this requirement.	Complete	August 19, 2021	
Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Markdom is committed to ensuring that management complies with this requirement.	Complete	August 19, 2021	
Redeployment	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Process to be established.	In progress		Q2, 2022

Design of Public Spaces Standards Q4 - 2022

Washrooms Reception