**AODA MULTI-YEAR ACCESSIBILITY PLAN**

Multiview Canada is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disability Act, 2005 (“AODA”) as they are introduced. In doing so, we affirm our commitment to meeting the accessibility needs to persons with disabilities, through the implementation of the AODA requirement.

The Multi-Year Accessibility Plan outlines the Multiview Canada strategy to prevent and remove barriers to address the current and future requirements of the AODA, an in order to fulfill Multiview Canada’s commitment as outlined in the Multiview Canada’s Accessibility Policy and applies to all employees of Multiview Canada.

**Statement of Commitment**

Multiview Canada is committed to provide equal treatment with respect to employment without discriminations because of a prohibited ground as described by Ontario’s Human Rights Code (the Code). We are committed to meeting the needs of people with disability in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under AODA.

Multiview Canada is committed to continue developing, implementing and maintaining policies governing how it will be achieve accessibility through meeting the requirements under AODA and its associated regulations, the Customer Service Accessibility Standards and the Integrated Accessibility Standard (“IASR”).

The definition of the word “disability” is understood to be that which is identified in the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). AODA defines a disability as:

* A condition of mental impairment or a developmental disability;
* A learning disability, or a dysfunction in one or more processes involved in learning or understanding or using symbols or spoken language;
* A mental disorder; or
* An injury or disability for which benefits were claimed or received under the insurance plan under the Workplace Safety and Insurance Act, 1997

Accessibility for Ontarians with Disabilities Act, 2005 (“AODA)

The AODA develops, implements and enforces accessibility standards so that goods, services, facilities, accommodation, employment, building, structures, and premises are accessible, to persons with disabilities. The AODA intends to achieve an accessible Ontario’s by January 1, 2025. In order to achieve accessibility by 2025, mandatory standards have been implemented.

The standards Include:

***Customer Service Accessibility Standard – Ontario Regulation 429/07***

* The Customer Service Standard, the first standard under the Accessibility for Ontarians with Disabilities Act, 2005 was passed by the Ontario legislature with the goal of addressing service in all manner of public and private business relationships
* Requirements include development of a policy, practices, and procedures as well as the provision of training for staff (full-time, part-time and temporary) and volunteers.
* Multiview Canada submitted compliance reports to the Ontario Government indicating we had addressed the requirements of the regulation and were meeting the compliance obligation. We will continue to ensure compliance with the Customer Service Standard.
* We developed feedback processes to respond to inquiries and suggestions received by phone, email, mail in person.

***Integrated Accessibility Standard Regulation (IASR) – Ontario Regulation 191/11***

* The IASR brings together the following standard areas in one Regulation: Information and Communication, Employment, Built Environment and Transportation. The Built Environment and Transportation Standard does not apply to us. General requirements common to all standard areas include policy development and training (on the requirements of the IASR and the Ontario Human Rights Code).
* The requirements have staggered compliance dates up to the year 2021

**MULTI-YEAR ACCESSIBILITY PLAN**

The multi Year Accessibility Plan was developed in accordance with the IASR. It outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA

**Part 1 – General**

***This section of the Regulation requires us to:***

* Develop and maintain an accessibility Policy and a multi-year plan
* Ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation (IASR) and Human Rights Code.

***Accessibility Policy***

* Develop and implement AODA Policy
* Make the policy available and provide it in a accessible format, upon request
* Review and update as required

***Develop a multi-year accessibility plan***

* A multi-year accessibility plan was developed
* Make the multi-year accessibility plan publically available and provide it in an accessible format upon request
* Review the multi-year plan and update it every 5 years

***Training***

* Ensure all employees (full-time, part-time, seasonal and contract) who provide services on behalf of Multiview Canada are trained on Ontario’s accessibility laws and Human Rights Code as it relates to people with disabilities.
* Keep a record of dates and individual who have received the training.

**PART II – Information and Communications Standards**

Multiview Canada will create, provide and receive information and communications in ways that are accessible to People with disabilities. If Multiview Canada determines that is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we will be obligated to provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communication.

***Accessible Emergency Information***

Multiview Canada has developed emergency and safety procedure to follow in a given emergency situation. These procedures will be posted on the Health and Safety Board.

Multiview Canada recommends that all persons with disabilities or special needs to become familiar with the emergency procedures and policies that are posted.

During the onboarding process for new hires, Multiview Canada informs new hires of the availability of individual emergency response plans that takes into account their disability.

Information on how to obtain individual emergency response plans is in the local Joint Health and Safety communications posted in a visible location.

Multiview Canada has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee’s consent the workplace emergency response information will be given to the designated employee providing the assistance.

***Feedback, Accessible Formats and Communications Supports***

Multiview Canada has a policy and process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. In addition, in accordance with the IASR, Multiview Canada will provide or arrange for accessible formats and communication supports for persons with disabilities, upon request in a timely manner. Notify the public that we shall, upon request provide and arrange for the provision of accessible formats and communications supports for persons with disabilities.

***Website Accessibility***

Multiview Canada shall take the following steps to make its internet website 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:

* Ensure that any web content developed internally or externally meets the Information and Communication Standard and that content developers/vendors have the necessary expertise to develop such content;
* Ensure that by January 1, 2021 all internet website and web content will conforms with WCAG 2.0 Level AA.

**Part III - Employment Standards**

Multiview Canada is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have ten the following steps to notify the public and employees that, when requested, Multiview Canada will accommodate people with disabilities throughout the recruitment and on-boarding process.

***Recruitment, Assessment, Selection***

Multiview Canada is committed to ensuring that our recruitment and assessment processes are fair and accessible.

* Review and update existing recruitment policies, procedures and processes.
* Indicate on websites and job postings, that accommodation is available for candidates with disabilities.
* Inform candidates about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer, and t new-hire orientation.
* If the selected candidate requests accommodation, consult with the candidate and arrange for provision of suitable accommodation in a manner that takes into account the candidate’s accessibility needs.

***Informing Employees of Accommodations***

* Inform current employees and new hires of policies supporting employees with disabilities.
* Keep employees up to date on changes to policies/procedures relating to accessible formats and accommodations for persons with disabilities.

***Accessible formats and communication supports for employees***

When requested by an employee with a disability, employers shall consult the employee and provide, or arrange for the provision of suitable accessible formats and communication supports for the employee to perform their job.

**Workplace Emergency Response Information (self-identity form)**

Individualized workplace emergency response information procedures have been developed for employees with disabilities.

**Documented individual accommodation plans/return to work processes**

Multiview Canada is committed to providing documented individual accommodation plans that include the following:

* Participation of the employee requiring the individual accommodation plan.
* Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how.
* Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with a disability.
* Providing regular review, updates and communications with employee during the accommodation process.
* Providing an employee with information if a request for accommodation is denied.
* Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
* If required, including individualized workplace emergency response information.

**Return to Work**

Multiview Canada is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Multiview Canada has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process includes steps the HRPA takes to facilitate the return to work process and uses the documented individual accommodation plan.

**Performance Management, Career Development and Redeployment**

Multiview Canada is committed to ensuring the accessibility needs of employees with disability needs are taken into account with regards to performance management, career development and redeployment processes.

Multiview Canada will review the following information and update all relevant accommodation policies to include the following:

* Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes.
* Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when providing career development and advancement opportunities.
* Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when redeploying employees with disabilities.

**Accessibility Review**

Multiview Canada discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices, and policy reviews conducted by senior management and HR department.

Contact Details For more information on this accessibility plan, please contact:

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