



## Integrated Accessibility Standard Regulation – Multi-year Accessibility Plan

**Category: General Requirements**

| Component | Deadline                                | Requirement | Action(s)                                                                                                                                                                                                                                                | Who                                                                                                                                                                                                                                                                                                                                                                                    |            |
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| 1.        | Establishment of Accessibility Policies | 1-Jan-2014  | <p><b>Sec. 3(2)</b> Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities</p> <p><b>Sec. 3(3)</b> Prepare one or more written documents describing its policies</p>                        | <p>A third party, Workplace Safety &amp; Prevention Services was contracted to complete the statement of commitment and policy on the Integrated Accessibility Standard Regulation.</p>                                                                                                                                                                                                | Management |
| 2.        | Accessibility Plan                      | 1-Jan-2014  | <p><b>Sec. 4(1)</b> Large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirement under this Regulation.</p> | <p>Workplace Safety &amp; Prevention Services was contracted to complete a multi-year accessibility plan.</p>                                                                                                                                                                                                                                                                          | Management |
| 3.        | Self-Service Kiosks                     | 1-Jan-2014  | <p><b>Sec. 7(2)</b> Large organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>                                                                             | <p>“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p> <p>Budget Propane Corporation is not aware at this time of any kiosks being utilized. Should this change in the future, Budget Propane Corporation will ensure it meets this requirement.</p> | Management |



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| 4. | <b>Training</b>             | 1-Jan-2015 | <p><b>Sec. 7</b> Every obligated organization shall ensure training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to person with disabilities</p> | <p>All employees, volunteers, persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization will be trained.</p> <p>Training will be on the requirements of the Integrated Accessibility Standard and will be appropriate to the duties of the individual being trained. Employees will also be trained on the Ontario Human Rights Code as it pertains to persons with disabilities using the Ontario Human Rights Commission's videos, <i>Working Together: The Code and AODA</i>.</p> | Management |
| 5. | <b>Accessibility Report</b> | 1-Jan-2015 | <p><b>Sec. 86.1</b> Organizations shall file the accessibility report according to the following schedule: every three years in the case of large organizations.</p>                                                                         | <p>Report was filed before January 1, 2015. The next report will be filed before January 1, 2018.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Management |

**Category: Information & Communications Standards**

| Component                                        | Deadline   | Requirement                                                             | Action(s)                                                                                                                                                                                                                                                                                                                                        | Who              |
|--------------------------------------------------|------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1. Feedback from Customers                       | 1-Jan-2015 | <b>Sec. 11</b> Receiving and providing feedback in an accessible format | Budget Propane Corporation solicits feedback from customers when they purchase a service. A one-liner about the availability of accessible formats on the feedback form will be added to the bottom of the page. Budget Propane Corporation will ensure this process is facilitated in a way which takes into account a variety of disabilities. | Customer Service |
| 2. Accessible Formats and Communication Supports | 1-Jan-2016 | <b>Sec. 12</b> Information about their goods and services or facilities | Budget Propane Corporation shall upon request, provide or arrange for the provision of accessible formats for persons with disabilities. The availability of accessible formats will be communicated through a posting at reception and on our website at <a href="http://www.budgetpropaneontario.com">www.budgetpropaneontario.com</a> .       | Management       |
|                                                  |            | <b>Sec. 12</b> Communication Supports                                   | Communication supports will be provided in a timely manner which takes into account a person's needs. The cost to provide this service shall not be incurred by the customer. The customer will be consulted with to determine the suitability of a communication support.                                                                       | Management       |
| 3. Unconvertible Information                     | 1-Jan-2016 | <b>Sec. 12</b> Examples: blue prints or x-rays                          | Budget Propane Corporation is not aware of any unconvertible information at this time. Should this change in the future, the accessibility plan posted on our website will be amended.                                                                                                                                                           | Management       |



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| 4. | <b>Meeting requests in a timely manner</b>                      | 1-Jan-2016 | <b>Sec. 12</b> HTML, MS Word, accessible electronic formats                                                                                           | Budget Propane Corporation will be able to provide the accessible documents or communication supports within ten business days.                                                                                                                                           | Management |
| 5. | <b>Posting Requirements</b>                                     | 1-Jan-2016 | <b>Sec. 12</b> Public must be notified about accessible formats & communication supports                                                              | Budget Propane Corporation will notify the public about the availability of accessible formats and communication supports via an AODA posting at reception and on the company's website, <a href="http://www.budgetpropaneontario.com">www.budgetpropaneontario.com</a> . | Management |
| 6. | <b>Emergency Procedures / Plan or Public Safety Information</b> | 1-Jan-2012 | <b>Sec. 13</b> If publicly available must also provide in an accessible format. i.e.: evacuation procedures, floor plans, Health & Safety information | Any emergency procedures/plan or public safety information Budget Propane Corporation makes publicly available will be made available in an accessible format upon request.                                                                                               | Management |
| 7. | <b>Accessible Websites &amp; Web Content</b>                    | 1-Jan-2014 | <b>Sec. 14</b> Applies to new internet websites & content<br>WCAG 2.0 A Level                                                                         | Budget Propane Corporation's website meets the WCAG 2.0 A level as confirmed by the third party web developer hired to update the website.                                                                                                                                | Management |
|    |                                                                 | 1-Jan-2021 | <b>Sec. 14</b> All internet websites and web content (World Wide Web Consortium web content accessibility guidelines at Level AA)                     | Budget Propane Corporation utilizes an external web site developer. We will ensure the web developer contracted is aware of this requirement and will be compliant on or before the deadline of January 1, 2021.                                                          | IT Manager |



**Category: Employment**

| Component                             | Deadline   | Requirement                                                                                                                                               | Action(s)                                                                                                                                                                                                                                                                                                 | Who        |
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| 1.                                    | 1-Jan-2016 | <b>Sec. 22</b> Notify employees and public about availability of accommodation(s) for applicants in the recruitment process                               | Budget Propane Corporation utilizes a variety of methods to recruit. When posting open positions, information about the availability of accommodations will be added to the job postings. If utilizing placement agencies, Budget Propane Corporation will ensure the agency is meeting this requirement. | Management |
| Recruitment, Assessment and Selection | 1-Jan-2016 | <b>Sec. 23</b> Notify applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations are available | Budget Propane Corporation will notify applicants when they are contacted for an interview about the availability of accommodations during the recruitment process. This will be done by phone or email when booking an interview date and time.                                                          | Management |
|                                       | 1-Jan-2016 | <b>Sec. 24</b> Offers of Employment - notify successful applicant of policies for accommodating employees with disabilities                               | Budget Propane Corporation will notify the successful applicant(s) of our policies for accommodating employees with disabilities. All new hires receive written offers of employment with this information.                                                                                               | Management |

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|    |                                                                    | 1-Jan-2016 | <b>Sec. 25</b> Informing Employees of Supports - all employees must be informed of polices used to support employees with disabilities (existing employees, new hires and when there is a change to the policy) | Budget Propane Corporation will inform all employees of our policies for supporting employees with disabilities.<br><br>Notification will be sent via an email, communicated during a meeting or an AODA training session.                                                                                                                                                                                                                             | Management |
| 2. | <b>Accessible formats and communication supports for employees</b> | 1-Jan-2016 | <b>Sec. 26</b> Must provide in an accessible format information needed to perform the job and information which is generally available to employees in the workplace                                            | Budget Propane Corporation will, upon request, consult with an employee with a disability to determine which accessible formats or communication supports they require to perform the duties of their job.                                                                                                                                                                                                                                             | Management |
| 3. | <b>Workplace emergency response information</b>                    | 1-Jan-2012 | <b>Sec. 27</b> Provide individualized workplace emergency response information ; prepare for the specific needs employees with disabilities may have in emergency situations                                    | Budget Propane Corporation will create an individualized workplace emergency response plan for employees who have a disability and require accommodation(s)/supports to evacuate their workplace in an emergency.<br><br>With the employee's consent, the person designated to provide assistance to the employee will be provided with the necessary information to assist the employee with the disability.                                          | Management |
| 4. | <b>Documented individual accommodation plans</b>                   | 1-Jan-2016 | <b>Sec. 28</b> Develop and document individual accommodation plans for employees with disabilities; employee involvement, outside medical or expert evaluation; review frequency                                | Budget Propane Corporation will create an individualized accommodation plan for any employee for which they have been made aware has a disability. There may be times when we may initiate a dialogue to offer assistance for employees who are clearly unwell or perceived to have a disability. The employee will be included in the development of the plan. This plan will be reviewed when there is a change in the employee's disability or job. | Management |

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| 5. | <b>Return to Work process</b>             | 1-Jan-2016 | <b>Sec. 29</b> Develop and have in place a RTW process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work                                                                                                                                                                                                                                           | Budget Propane Corporation has developed and has 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. The return to work process will be documented. If an individual's injury is covered by the return to work provisions of the Workplace Safety and Insurance Act, then that Act's return to work process would apply. | Management |
| 6. | <b>Performance Management</b>             | 1-Jan-2016 | <b>Sec. 30</b> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, during the performance management process in respect to employees with disabilities                                                                                                                                                                                                           | Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Budget Propane Corporation will consider the accessibility needs of employees with disabilities in the area of performance management.                                                                                                       | Management |
| 7. | <b>Career Development and Advancement</b> | 01-Jan-16  | <b>Sec. 31</b> Includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an org. that may be higher in pay, provide greater responsibility or be at a higher level in the org. or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them | Budget Propane Corporation will take into account what accommodations employees with disabilities may need to succeed elsewhere in the business or to take on new responsibilities within their current position.<br><br>If the employee has an individual accommodation plan in place, the plan will be updated to reflect the changes in their new responsibilities.                                                                                | Management |



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| <b>8.</b> | <b>Redeployment</b> | 01-Jan-16 | <p><b>Sec. 32</b> Reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization</p> | <p>In the event that Budget Propane Corporation initiates a redeployment process, it will consider the accessibility needs of employees with disabilities when moving them to other positions within the organization. If the employee has an individual accommodation plan, the plan will be reviewed and updated to reflect the changes in their new responsibilities.</p> | Management |
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