

## Commissionaires Great Lakes 2014 – 2019 Multi-year Accessibility Plan

### Overview

Commissionaires Great Lakes' Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulation (IASR).

Commissionaires Great Lakes takes its obligations under the IASR and Accessibility for Ontarians with Disabilities Act (AODA) very seriously and will review and revise this Multi-Year Accessibility Plan annually, or more frequently, as deemed necessary.

### Statement of Commitment

Commissionaires Great Lakes is committed to providing a barrier-free environment for all stakeholders, including our clients/customers, employees, job applicants, suppliers, the public and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the AODA and its associated standards and regulations and will ensure that we offer a safe and welcoming environment that is respectful of each person's dignity and independence.

The goal of the AODA is the achievement of a fully accessible Ontario through the identification, prevention and removal of barriers. To meet this objective and the requirements under the AODA, Commissionaires Great Lakes has, and will continue to, incorporate accessibility measures into our policies, procedures, training, websites, environment and best practices.

The AODA's key principles of integration, equality, dignity and independence will be applied regardless of whether an individual is:

- Working within or visiting our offices;
- Taking a training course;
- Accessing our information;
- Procuring our services in person, on-line or via phone

Questions or concerns regarding CGL's Accessibility Policy and Multi-Year Accessibility Plan are to be directed to the Accessibility Coordinator or submitted via the company's AODA Feedback Process. We encourage any individual interested in providing feedback to do so by any of the following means:

On-line: Please submit the online version of our Feedback Form by completing in full and hitting the "Submit" - button

In Person, we have three office locations:

Toronto: 80 Church Street, Toronto, Ontario M5G 2C1  
London: 1730 Dundas Street, London, Ontario N5W 3E2  
Barrie: 5 Bell Farm Rd, Barrie, Ontario L4M 5G1

Please drop off the feedback form to our reception area. Hard copies of the feedback form are also available at reception. For more information ask to speak to a member of the Human Resources Team.

In Writing:

Please mail the attached for to: Accessibility Coordinator – 1730 Dundas Street, London Ontario N5W 3E2

By Phone:

1 877 488 9370 extension 245. TTY users can use the Bell Relay System by phoning **711**

By Email: Please email the Feedback Form: [accessibility@commissionaires-cgl.ca](mailto:accessibility@commissionaires-cgl.ca)

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## Multi-Year Accessibility Plan

**Part 1 – General**

**Part 2 – Information and Communication Standards**

**Part 3 – Employment Standards**

**Part 4 – Design of Public Spaces Standards**

<b>Part I – General</b>			
This section of the Regulation requires us to:			
<ul style="list-style-type: none"><li>• develop &amp; maintain an accessibility policy</li><li>• develop &amp; maintain a multi-year accessibility plan</li><li>• ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code</li></ul>			
Action	Compliance Date	Responsibility	Status
<b>Accessibility Policies</b> <ul style="list-style-type: none"><li>• Develop and implement Customer Service Accessibility Standards Policy.</li><li>• Make the Policy publicly available and provide in an accessible format, upon request.</li><li>• Review &amp; update as required</li></ul>	Jan 1, 2014	Executive Committee, Accessibility Coordinator and Human Resources Team	Complete
<b>Develop a multi-year accessibility plan</b> <ul style="list-style-type: none"><li>• Develop a Multi-Year Accessibility Plan</li><li>• Post multi-year accessibility plan on website and provide in an accessible format, upon request</li><li>• Review and update the plan at least once every year.</li></ul>	Jan 1, 2014	Executive Committee, Accessibility Coordinator and Human Resources Team	Complete (annual review ongoing)
<b>Training</b> <ul style="list-style-type: none"><li>• Ensure that all employees have completed the AODA training.</li></ul>	Jan 1 <sup>st</sup> , 2012 (and ongoing)	Accessibility Coordinator, Training Manager, Human Resources Team	Complete (ongoing for new hires/volunteers)

<ul style="list-style-type: none"> <li>• All new employees complete the AODA training within the first week if in-class, or within 30days if correspondence.</li> <li>• Keep a record of the dates of training and the individuals who received the training</li> <li>• Enhanced Human Rights Code training for all Supervisors (in progress)</li> <li>• Audit COMPASS files annually to ensure compliance</li> </ul>			
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**Part II – Information and Communications Standards**

This section of the Regulation includes requirements related to:

- accessible feedback processes
- accessible formats and communication supports
- publically available emergency procedures, plans, public safety information
- accessible websites and web content

Action	Compliance Date	Responsibility	Status
<b>Feedback processes</b> <ul style="list-style-type: none"> <li>• Create a processes for receiving and responding to feedback</li> <li>• Ensure processes are accessible and meet the requirements of the IASR.</li> </ul>	January 1, 2015	Accessibility Coordinator and Human Resources Team	Complete
<b>Accessible formats and communication supports</b> <ul style="list-style-type: none"> <li>• Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.</li> <li>• Consult with person making the request to determine suitability of accessible format or communication support.</li> <li>• Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons.</li> </ul>	Jan 1 <sup>st</sup> , 2016	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)

<ul style="list-style-type: none"> <li>• Online security guard course in accessible formats implementation - 2017</li> <li>• As an ISO Registered Company we will indoctrinate the applicable accessibility document into our Quality Management System - 2016</li> </ul>			
<p><b>Emergency procedures, plans or public safety information</b></p> <ul style="list-style-type: none"> <li>• Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable</li> </ul>	Jan 1 <sup>st</sup> 2012	Accessibility Coordinator and Human Resources Team	Complete (and ongoing)
<p><b>Accessible websites and web content</b></p> <ul style="list-style-type: none"> <li>• Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). <i>Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</i></li> <li>• Internal employee intranet redesigned and implemented with accessibility features (in progress final completion 2017)</li> </ul>	Jan 1, 2014 and Jan 1, 2021	Accessibility Coordinator and Webmaster/Designer	Complete (until Jan 1, 2021)
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<p><b>Part III – Employment Standards</b></p> <p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> <li>• recruitment, assessment and selection</li> <li>• accessible formats and communication supports for employees</li> <li>• workplace emergency response</li> <li>• individual accommodation plans and return to work processes</li> <li>• performance management, career development and redeployment</li> </ul>			

Action	Compliance Date	Responsibility	Status
<p><b>Recruitment, Assessment, Selection</b></p> <ul style="list-style-type: none"> <li>Review and update existing recruitment, policies, procedures and processes.</li> <li>Specify that accommodation is available for applicants with disabilities on the website and on job postings.</li> <li>Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at enrollment</li> <li>If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.</li> <li>Electronic application form to accessible formats upon request</li> <li>Applicant testing to be available in accessible formats as requested.</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)
<p><b>Informing employees of supports</b></p> <ul style="list-style-type: none"> <li>Inform current employees and new hires as soon as practicable after they begin employment, of policies supporting employees with disabilities. Sec 3.8 of Policy and Procedure manual</li> <li>Keep employees up to date on changes to policies/procedures relating to accommodation. Updates available in accessible formats such as employee intranet, email, PAR and hard copy.</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)
<p><b>Accessible formats and communication supports for employees</b></p> <ul style="list-style-type: none"> <li>When requested by an employee with a disability, employers shall consult with the employee and</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)

provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job.			
<b>Workplace emergency response information</b> <ul style="list-style-type: none"> <li>Individualized workplace emergency response information procedures have been developed for employees with disabilities.</li> </ul>	Jan 1, 2012	Accessibility Coordinator and Human Resources Team	Complete (and ongoing maintenance)
<b>Documented individual accommodation plans / Return to work Process</b> <ul style="list-style-type: none"> <li>Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.</li> <li>Include in the process and plans all of the required elements in accordance with the provisions of the IASR</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)
<b>Performance management, career development, advancement and redeployment</b> <ul style="list-style-type: none"> <li>Review and update existing policies, practices to ensure compliance with IASR</li> <li>Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development &amp; advancement opportunities and considering redeployment</li> </ul>	Jan 1, 2016	Accessibility Coordinator and Human Resources Team	Complete (with ongoing maintenance)
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<b>Part IV. – Design of Public Spaces Standards</b>			
<p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> <li>recreational trails &amp; beach access routes (NA)</li> <li>outdoor public use eating areas &amp; outdoor play spaces (NA)</li> <li>exterior paths of travel</li> <li>parking</li> </ul>			

- obtaining service
- maintenance

Action	Compliance Date	Responsibility	Status
<p><b>Obtaining service – Make service counters and waiting areas accessible.</b></p> <ul style="list-style-type: none"> <li>• Where practicable, all indoor or outdoor newly constructed service counters all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR.</li> <li>• Move of Head Office to comprehend accessibility needs of customers and employees – (In progress -2018)</li> </ul>	Jan 1, 2017	Executive Committee, Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team	Not yet started
<p><b>Maintain the accessible parts of our public spaces.</b></p> <ul style="list-style-type: none"> <li>• Identify preventative and emergency maintenance procedures &amp; alternatives &amp; procedures for handling disruptions and alternatives in accordance with the provisions of the IASR</li> <li>• Accommodation, upon request, for accessible training courses in our main floor boardrooms in both Head Office and London Office (Barrie already accessible)</li> <li>• Accessible access/egress to London, Toronto and Barrie offices (complete)</li> </ul>	Jan 1, 2017	Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team	In progress
<p><b>Make parking accessible</b></p> <ul style="list-style-type: none"> <li>• Where practicable, new and redeveloped parking areas meet technical requirements in accordance with the provisions of the IASR</li> </ul>	Jan 1, 2017	Accessibility Coordinator, Facilities Manager, Fleet Manager, Human Resources Team	Not yet started
<p><b>Make exterior paths of travel accessible.</b></p> <ul style="list-style-type: none"> <li>• Where practicable, new and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose (includes stairs, ramps, curb ramps, depressed curbs, pedestrian signals, rest areas) and not to</li> </ul>	Jan 1, 2017	Executive Committee, Accessibility Coordinator, Facilities Manager, Human Resources Team	In progress

provide a recreational experience meet certain technical requirements in accordance with the provisions of the IASR.			
<p><b>Make outdoor public eating areas accessible.</b></p> <ul style="list-style-type: none"> <li>If newly constructing or redeveloping outdoor public eating areas, where practicable, meet certain technical requirements in accordance with the provisions of the IASR.</li> </ul>	Jan 1 2017	Executive Committee, Director of Operations, Accessibility Coordinator, Facilities Manager, Human Resources Team	Not yet started
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