

Multi Year Accessibility Plan

Indeka is committed to ensuring that we provide a safe, welcoming, barrier-free and accessible environment for our employees, customers, suppliers, job applicants and visitors who enter onto our premises, do business with us, access our website or communicate with us.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Indeka developed a multi-year accessibility plan as part of our goal to improve accessibility for all persons with disabilities. Our Accessibility Policy and Multi-Year Accessibility Plan are available on our company website www.indeka.com.

Indeka welcomes feedback in relation to this plan, by phone to 905-829-300, by email to customerservice@indeka.com, in person, or other formats that may be convenient to the person providing the feedback.

Multi-Year Accessibility Plan

General Requirements			
Requirements	Description	Action	Status
Establishment of Policies, Practices and Procedures	Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods and services for persons with disabilities. These must be consistent with the principles of dignity, independence; integrated provisions of services and equal opportunity, deal with the use of assistive devices allow the use of support persons and allow the use of service animals.	Indeka has an Accessibility Policy that incorporates the requirements. These documents are available to the public and available in alternative formats by request.	Complete
Training for Staff	Every provider of goods or services shall ensure that their employees that deal with customers, suppliers, contractors, etc. receive training about the provision of its goods and services to persons with disabilities.	Indeka has undergone full staff training and is in process of implementing an on-line training program for new hires.	On-going
Feedback Process for Providers of Goods or Services	Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily	A feedback process is established and outlined in Indeka’s Accessibility Policy.	Complete

	available to the public.		
Notice of Availability of Documents	Every designated public sector organization and every other provider of goods and services that has at least 20 employees in Ontario shall notify persons to who it provides goods or services that the documents required by this Regulation are available upon request.	Posted on Indeka's website	Complete
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 accessibilities standards referred to in this Regulation.	Indeka has an Accessibility Policy, Employee Accommodation Policy and Multi Year Accessibility Plan that are available to the public and employees on our website. The Policies include Indeka's commitment to meet the accessibility needs of persons with disabilities.	Complete
Accessibility Plan	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 meets 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.	Indeka's Multi Year Accessibility Plan is available on Indeka's website. The plan will be reviewed every five years, or sooner, as required.	On-going, review every five years

Information and Communications Standards			
Requirements	Description	Action	Status
Feedback	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its requirements under the accessibilities standards referred to in this Regulation.	A feedback process is established and outlined on Indeka’s Accessibility Policy on its website. The feedback process allows persons with disabilities to provide their feedback.	Complete
Accessible Formats and Communication Support	<p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communications support for persons with disabilities;</p> <p>(a) In a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) At a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communications</p>	Indeka commits that it will provide persons with disabilities information about its goods and services in a manner that takes into account the person’s disability at no extra cost upon request.	Complete

	supports.		
Accessible Websites and Web Content	Organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A and increasing to Level AA and shall do so in accordance with the Schedule set out in this section.	No new internet website had been developed by Indeka. Work will commence to comply with the 2021 requirement	Ongoing, target completion by January 1, 2021 deadline

Employment Standards			
Requirements	Description	Action	Status
Recruitment - General	Every employer shall notify its employees and the public about the available accommodation for applicants with disabilities in its recruitment process.	Indeka's Accessibility Policy and Employee Accommodation Policy available to public and employees on website. Job postings advise applicants that accommodation is available upon request.	Complete
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. 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.	Job postings advise applicants that accommodation is available upon request. Accessibility Policy and Employee Accommodation Policy posted on website and copy provided to new hires. Suitable accommodation will be discussed with a selected applicant, upon request.	Complete
Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Offer letters address this requirement.	Complete
Informing	Every employer shall inform its	Employees will be informed of any	Complete

<p>Employees of Supports</p>	<p>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. Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. 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 a disability.</p>	<p>changes to relevant policies. Policies provided to new hires and posted on employee bulletin boards.</p>	
<p>Accessible Formats and Communication Supports for Employees</p>	<p>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 perform the employee’s job; and (b) Information that is generally available to employees in the workplace.</p> <p>The employer shall consult with the</p>	<p>Policies incorporate these requirements. If an employee raises that he/she has disability, Indeka will ensure accommodation is provided, upon request.</p>	<p>Complete</p>

	<p>employee making the request in determining the suitability for an accessible format or communication support.</p>		
<p>Workplace Emergency Response Information</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>Indeka has a process in place for providing individualized emergency response information.</p>	<p>Complete</p>

	<p>Every employer shall review the individualized workplace emergency response information.</p> <p>(a) When the employee moves to a different location in the organization;</p> <p>(b) When the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) When the employer reviews its general emergency response policies.</p>		
<p>Documented Individual Accommodation Plans</p>	<p>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</p> <p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>(a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>(b) The means by which the employee is assessed on an individual basis.</p> <p>(c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the</p>	<p>Indeka’s Accessibility Policy, Employee Accommodation Policy and Return to Work Policy/Program and associated processes deal with these individual accommodation plan requirements.</p>	<p>Complete</p>

	<p>employer's expense, to determine if and how accommodation can be achieved.</p> <p>(d) 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.</p> <p>(e) The steps taken to protect the privacy of the employee's personal information.</p> <p>(f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>(g) If an individual accommodation plan is denied, the manner in which the reasons for denial will be provided to the employee.</p> <p>(h) The means of providing the individual accommodate plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans shall:</p>		
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	<p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in “Accessible formats and Communication Supports for Employees”;</p> <p>(b) if required, include individualized workplace emergency response information, as described in the section “Workplace Emergency Response Information”; and</p> <p>(c) identify any other accommodation that is to be provided.</p>		
Return to Work Process/Program	<p>Every employer, other than an employer that is a small organization, (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 (b) shall document the process.</p> <p>The return to work process shall, (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 (b) use individual documented</p>	Indeka has a return to work process/program for employees that require accommodation due to a disability.	Complete

	<p>accommodation plans, as described in the section “Documented Individual Accommodation Plans”, as part of the process</p> <p>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.</p>		
Performance	<p>An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to is employees with disabilities.</p>	<p>Indeka commits to incorporate these factors when reviewing employee performance.</p>	Complete