

4 Office Multi-Year Accessibility Plan 2014 - 2021

The 2014-2021 accessibility plan has been developed in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the Integrated Accessibility Standards Ontario Regulation 191/11 (IASR). This plan outlines the policies and action that 4 Office Automation Ltd. (4 O/A) will put in place to improve opportunities for people with disabilities.

4 Office is committed to playing its part in helping Ontario become a more accessible province for all individuals and treats all people in a way that allows them to maintain their dignity and independence. 4 O/A has already complied with the Customer Service Standards in the Integrated Accessibility Standards Regulation 191/11 by:

Policies and Procedures

- Creating and implementing an Accessibility Policy, governing the provision of 4 O/A's services to persons with disabilities, and addressing the use of service animals and support persons
- Creating and implementing a process for Accessibility Requests and Feedback Review and making both available on our website
- Creating a process for providing notice of temporary disruptions
- Amended all our job ads to ensure they comply with AODA

Training

- Training existing staff, volunteers and all other persons who provide services on 4 O/A's behalf on AODA and the Customer Service Standards
- Training all new hires and all other new persons as required during the orientation period on AODA and the Customer Service Standards

Filing

- Having completed all filings and Annual Reports submission to the Ministry as required

This 2014-2021 accessibility plan has been developed in accordance with the requirements of the AODA and the Integrated Accessibility Standards Ontario Regulation 191/11. This plan outlines the policies and action that 4 O/A will continue to put in place to improve opportunities for people with disabilities. In accordance with the standards, 4 O/A will review and update the plan at least every 5 years.

Requirement of Accessibility Standards	Planned Actions to Meet Requirement	Status		
		Complete	In Progress	Ongoing
Establishment of policies and procedures	Launch of a statement of commitment and accessibility policy, in writing, available on our website. The policies have been developed in accordance with the Customer Service Principles outline in O. Reg. 429/07: Accessibility Standard for Customer Service (CSS) (IASR).	X		
Accessibility Feedback Review Process	This process will be maintained by 4 O/A Human Resources. The policies have been developed in accordance with the Customer Service Principles outlined in the IASR.	X		X
Accessibility Plans	Human Resources has developed a plan in accordance with the IASR, targeting specific deadlines and communicating them to various stakeholders within our organization.	X		
	The plan will be reviewed at least once every five years.			X
	The plan will be posted on our website, and updated any time there are changes.	X		X

Training	4 O/A will provide all staff and persons who develop 4 O/A's policies, regardless of public interaction, and all other persons who provide services on behalf of 4 O/A, with training on the AODA, the Customer Service Standards and the Human Rights Code as it pertains to persons with disabilities..	X		X
All new Internet websites and web content on 4 O/A's website	4 O/A will take measures with anticipated release of a refreshed website to ensure compliance. These steps include working internally and with outside vendors ensuring all web content will be compliant.	X		X
Accessible Formats and Communication Supports	4 O/A will address requests for accessible formats and communication supports for persons with disabilities in a timely and appropriate manner as outlined in our AODA policy.	X		X
Emergency Information	Any emergency plans, procedures or public safety information made publicly available, are provided in an accessible format or with communication supports, upon request and as soon as practicable.	X		X
Recruitment: 4 O/A will notify both internal and external candidates about the availability for accommodation throughout the full cycle recruitment process.	All internal and external job postings have been updated to include the terms "Accommodations are available to applicants with disabilities, upon request".	X		
	The email sent out to candidates during the interview confirmation process regarding their in-person interview will state that accommodations are available upon request, in relation to the materials or processes to be used.	X		
	If a candidate requests an accommodation, 4 O/A will consult with the candidate to understand and take into account their needs, so that 4 O/A can provide reasonable accommodations that are effective.	X		X
Offers of Employment	Successful job applicants are made aware of the availability of accommodations in their offer letters. New and existing employees are also made aware of our AODA policies and any other policy regarding accommodation in 4 O/A's Policy and Procedure Manual, and are required to sign off on this policy.	X		X
	Human resources will inform employees of accessibility procedures and availability of accommodations.			X
	4 O/A is committed to providing updates to employees regarding accommodation information when a change is made. This will be done in a timely matter.			X

Accessible Formats and Communication Supports	Upon request, 4 O/A provides or arranges for the provision of accessible formats and/or communication supports to employees with disabilities for information needed to perform the employee's job and information generally available to employees in 4 O/A's workplace. 4 O/A consults with the requesting employee to determine suitability of the format or support.	X		X
Workplace Emergency Response Information	4 O/A has an Assisted Persons plan for use in emergencies that is communicated to all new hires in orientation and on a yearly basis.	X		X
	If an employee has a disability requiring individualized emergency response information and 4 O/A is aware of the need for accommodation, the appropriate accommodation during a Workplace Emergency will be individualized for the employee. The information will be provided to a designated person in the workplace, if the employee requires assistance in the case of an emergency, and if the employee consents. Individualized emergency response information will be reviewed if the employee moves locations, if the employee's accommodation needs or plan is reviewed, and when 4 O/A reviews its general emergency response policies and practices.	X		X
Return To Work Process	Human resources has developed a documented return to work process for employees who are absent from work due to a disability and require accommodations to return, in accordance with the IASR. 4 O/A will continue to use and develop IAPs and other related documents to support the return to work process and ensure that both managers and employees alike have access to these as required.	X		X
Redeployment	4 O/A will review and assess current redeployment practices and make updates or adjustments where required to ensure they take into account employee accessibility needs and IAPs. 4 O/A will take into account the accessibility needs of employees with disabilities when redeploying employees on an ongoing basis.	X		X
Application of the Design of Public Spaces Standard	4 O/A is committed to following the standard if/when 4 O/A partakes in any construction, when the standard becomes a requirement and consult a design team to update the office space to ensure compliance.		X	
Filing Reports	4 O/A will file accessibility reports every three years as required under the IASR.	X		X