

OTIP Multi-Year Accessibility Plan

The multi-year accessibility plan is a tool for OTIP to communicate its accessibility initiatives internally and to the public. This plan will be reviewed at minimum every five years. The following chart outlines the initiatives completed, in progress and ongoing for 2021 to 2026 and the deadlines for completion.

Integrated Accessibility Standards

Part 1 – General Requirements

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
3	Establishment of accessibility policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its requirements under the accessibility standards referred to in this regulation.	Standards & practices drafted and posted online as well as disseminated via intranet.	January 1, 2015	X		
4	Accessibility Plans	4.(1) 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 meet 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.	Establish and document multi-year accessibility plan for 2021-2026; previous plan was 2012-2021. Plan is reviewed and updated at least once every five years.	June 30, 2021	X		X
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers;	Appropriate training is provided through a range of methods (e.g.in person/virtually, or a combination) and at various times (new hire orientation and refreshers).	January 1, 2015	X		X

		(b) all persons who participate in developing the organization's policies; and					
		(c) all other persons who provide goods, services or facilities on behalf of the organization.					

Part 2 – Information and Communication Standards

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Ensure staff and management are aware of the need to accommodate upon request through training. Any questions or requests are directed to comments@otip.com, as outlined in the publicly posted policies.	January 1, 2015	X		
12	Accessible formats and communication supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determine the accessible formats and communication supports we will provide to persons with disabilities upon request. Ensure these formats and supports can be provided in a timely manner. Ensure staff and management are aware of the need to accommodate upon request through training. Questions or requests directed from public can be directed to: comments@otip.com.	January 1, 2015	X		X

12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management of this requirement through training. Questions or requests directed from public can be directed to: comments@otip.com.	January 1, 2015	X		X
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Posted on website (included in policy/practices). https://www.otip.com/Accessibility/	January 1, 2015	X		
14	Accessible websites and web content	14.(2) Designated public sector organizations and large organizations shall make their internet websites 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, and shall do so in accordance with the schedule set out in this section.	Website editor responsible for ongoing compliance with WCAG 2.0 level AA requirements. All websites and web content conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio descriptions pre-recorded) Ongoing compliance monitoring is in place.	January 1, 2015	X		X

Part 3 – Employment Standard

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
22	Recruitment - General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	A statement is always included in job postings and company profile on career section of website stating our commitment in providing accommodations for persons with disabilities. A Recruiting policy is provided upon hire.	January 1, 2017	X		
23	Recruitment – assessment or selection process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process,	Have set policies that state applicants be advised of accessible accommodations	January 1, 2017	X		X

		that accommodations are available upon request in relation to the materials or processes to be used. (2) 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.	available upon request (telephone, email, letter, etc.) Identify barriers: location of interview room, room set up for in person interviews, supports, paperwork, etc. Review accessibility in our interview guidelines. A Recruiting policy is provided upon hire.				
24	Notice to successful applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	A statement in hire letter/agreement exists re: our commitment to providing an accessible workplace. OTIP'S Accessibility Guidelines and Recruiting policy is provided upon hire.	January 1, 2017	X		X
25	Informing employees of supports	25.(1) Every employer shall inform its 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.	information is Included in employee orientation. OTIP'S Accessibility Guidelines and Recruiting policy is provided upon hire.	January 1, 2017	X		X
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	information is Included in employee orientation. OTIP'S Accessibility Guidelines and Recruiting policy is provided upon hire.	January 1, 2017	X		X
25		25.(3) 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 disability.	Provide updates as required via intranet, and policy review and sign off.	January 1, 2017	X		X
26	Accessible formats & communication supports for employees	26.1 In addition to its obligations under section 12, 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,	Protocol in place for HR and management to consult with employee to determine necessary accommodations. Relevant policies guiding this process are: OTIP's	January 1, 2017	X		X

		<p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Accessibility Guidelines, Disability Management Program, and Human Rights Policy.</p>				
27	Workplace emergency response information	<p>27.(1) 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>Protocol in place for HR and management to consult with employee to determine necessary accommodations and document.</p> <p>Relevant policies guiding this process are: OTIP's Accessibility Guidelines, Disability Management Program, and Human Rights Policy</p>	January 1, 2017	X		X
27		<p>(2) 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>Protocol in place for HR and management to consult with employee to determine necessary accommodations and document in employee electronic file.</p> <p>Protocol in place for Facilities Services and Health and Safety Committee to ensure accommodations requested are in place and documented.</p> <p>Updates are provided as required via intranet, and policy review and sign off.</p>	January 1, 2017	X		X
27		<p>(3) 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>Emergency Response Plan by the Health and Safety committee is submitted when more that 100 individuals in office to the Fire Department. Updates to employees as required is provided via</p>	January 1, 2017	X		X

			intranet, and policy review and sign off.				
27		<p>(4) 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>	Protocol in place for HR and management to consult with employee to re-assess necessary accommodations.	January 1, 2017	X	X	X
28	Documented individual accommodation plans	28.(1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Existing accommodation processes are in place and policies guiding this process are: OTIP's Accessibility Guidelines, Disability Management Program, Human Rights Policy, Wellness policy, and Ergonomic policy	January 1, 2017	X		X
28		<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p>	Employees file is updated with the all the applicable information and guided by the Disability Management Program Policy see 28(1) actions.	January 1, 2017	X		X

		<p>4. 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>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>					
29	Return to work processes	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(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</p> <p>(b) shall document the process.</p>	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X
29		<p>29. (2) The return to work process shall,</p> <p>(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</p>	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X

		(b) use individual documented accommodation plans, as described in section 28, as part of the process.					
29		29. (3) 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.	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X
30	Performance management	30.(1) 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 using its performance management process in respect of employees with disabilities.	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X
31	Career development and advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Protocols in place for HR and management to consult with employee to determine necessary accommodations and documented.	January 1, 2017	X		X

Part 4.1 – Design of Public Spaces Standards (Accessibility Standards for The Built Environment)

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
80.3	Transition of pre built public spaces	80.3 for any contract on or before December 31, 2012 to construct or redevelop any public space to which this Part applies, the organization is not required to meet the requirements of this Part in honoring the existing contract.	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		

80.22	Exterior paths of travel, general obligation	Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part Requirements of the Exterior path of travel are in section 80.23 of AODA. Requirements of curb ramps are in section 80.26 of AODA.	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		
80.29	Exterior paths of travel, rest areas	When constructing new or redeveloping existing exterior paths of travel that the organization intends to maintain, the organization shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner: 1. must consult with the public and persons with disabilities.	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		
80.32	Accessible Parking	Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		
80.37	Signage	Organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign (Accessible Parking for Persons with Disabilities)	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		

80.40	Obtaining Services	<p>(1) organizations shall meet the requirements set out in this Part in respect of the following:</p> <ol style="list-style-type: none"> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas <p>(2) For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.</p>	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		
80.43	Waiting areas	<p>When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space</p> <p>(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.</p>	Areas open to public are accessible with seating, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		
80.44	Maintenance	<p>In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. 	Areas open to public are accessible, such as the service counter, ramps where needed, heated entrance ramps, maintained exterior pathways, and accessible parking areas with access aisles.	January 1, 2017	X		

Part 4.2 – Customer Service

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
80.46	Establishment of policies, practices and procedures	Every provider of goods and services shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.	<p>Policies, practices and procedures are provided in a manner that respects the dignity and independence of persons with disabilities; and persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from goods and services.</p> <p>Relevant policy: OTIP Integrated Accessibility Standards</p>	January 1, 2012	X		X
80.47	Use of service animals and support persons.	<p>If a person with disability is accompanied by a guide dog or other service animal, the provider of goods and services shall ensure the person is permitted to enter the premises with the animal and keep the animal with them unless otherwise excluded by law from the premises.</p>	<p>Service animals are permitted on the premises unless otherwise prohibited by law. This information is included in employee training.</p>	January 1, 2012	X		X
		<p>80.47(4) If a person with a disability is accompanied by a support person, the provider of goods and services shall ensure both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p>	<p>Support persons are permitted on the premises and may accompany the person with disabilities at all times. This information is included in employee training.</p> <p>Relevant policy: Commitment to Customer Service Statement</p>	January 1, 2012	X		X
80.48	Notice of temporary disruption	(1) If in order to obtain, use or benefit from a provider's goods and services, persons with disabilities usually use particular facilities or services in whole or in part, the	If entry points or if access is temporarily unavailable, notice will be posted explaining the reason,	January 1, 2012	X		X

		provider shall give notice of the disruption to the public.	anticipated duration and alternative methods for access. Relevant policy: Commitment to Customer Service Statement				
80.49	Training for staff	6(1) Every provider of goods and services shall ensure that persons receive training about the provision of its goods and services to persons with disabilities.	Training will be provided to every person who deals with the public or other third parties on behalf of the provider; every person who participates in development of policies, practices and procedures governing the provision of goods or services to the public. Training will include how to interact and communicate with persons with various types of disabilities. Training will be provided as soon as practicable upon hire. Training will be ongoing in connection with changes to policies and procedures. Relevant policy: Commitment to Customer Service Statement	January 1, 2012	X		X
80.50	Feedback process for providers of goods or services	7(1) Every provider of goods and services shall establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make the information about the process readily available to the public.	Feedback about the manner in which we provide goods and services can be provided by phone, in writing, or by email via our website. Relevant policy: Commitment to Customer Service Statement	January 1, 2012	X		X
80.51	Format of documents	(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on	Relevant policy: Commitment to Customer Service Statement &	January 1, 2012	X		X

		<p>request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</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. O. Reg. 165/16, s. 16.</p> <p>(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support</p>	OTIP Integrated Accessibility				
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Part 5 – Compliance

Section	Initiative	Description	Action	Compliance Due Date	Status		
					Complete	In Progress	Ongoing
86.1	File an accessibility report	<p>Every private sector organization shall file an accessibility report with the government verifying its compliance with the Customer Service Standard, AODA.</p> <p>(3)(3) In the case of large organizations, every three years.</p>	Complete all requirements and file report.	June 30, 2021	X		