



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

TANDIA – MULTI-YEAR ACCESSIBILITY PLAN (2013 – 2018)

(This document is available in alternate format upon request)

CUSTOMER SERVICE STANDARD - Regulation 429/07

AODA Standard /Regulation	Description	Action	Status	Compliance Date	Responsibility
<p>Section 3: Establishment of policies, practices and procedures governing the provision of the organizations goods or services to persons with disabilities</p> <p>Section 4: Use of service animals and support persons</p> <p>Section 5: Notice of temporary disruptions</p>	<p>All of Tandia’s policies and practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Dignity 2. Independence 3. Equity/Equality of Outcome 4. Integration <p>Specific Policies and Procedures will be developed on:</p> <ol style="list-style-type: none"> 1. The use of assistive devices 2. The use of service animals and support persons 3. Notice of temporary service disruptions 	<p>Tandia developed an Accessible Customer Service Policy addressing the following:</p> <ol style="list-style-type: none"> 1. The use of assistive devices. 2. The use per service animals and support persons. 3. Notice of temporary service disruptions. <p>Tandia’s Customer Service Policy can be found here:</p> <p>https://www.tandia.com/Personal/AboutUs/AODA/</p>	<p>Completed</p>	<p>December 31, 2012</p>	<p>Executive Assistant</p>

<p>Section 6: Training</p>	<p>Customer Service Training must be provided for the following persons:</p> <ol style="list-style-type: none"> 1. Employees, elected officials, volunteers or third parties who deal with members of Tandia of behalf of Tandia 2. Employees and elected officials who participate in developing Tandia policies, practices and procedures governing the provision of services to members of Tandia or other third parties. 	<p>Tandia provides an Accessible Customer Service on-line training module for all applicable employees, elected officials, volunteers or third parties who deal with members of Tandia on behalf of Tandia.</p>	<p>Completed</p>	<p>December 31, 2012</p>	<p>Human Resources Department</p>
<p>Section 7: Feedback</p>	<p>Tandia must establish an accessible process for receiving and responding to feedback about the manner in which Tandia provides goods and/or services to persons with disabilities.</p>	<p>Feedback can be provided through the following methods:</p> <ol style="list-style-type: none"> 1. email at ombudsman@tandia.com 2. by phone at 905-525-8131 or 1-800-598-2891 – option #4 – Ask for Member Ombudsman 3. by mail to 75 James St. S., Hamilton, ON L8P 2Y9 <p>For further details on TANDIA's Feedback Process, click here:</p> <p>https://www.tandia.com/SharedContent/documents/Reference/Feedback.pdf</p>	<p>Completed</p>	<p>December 31, 2012</p>	<p>Ombudsman</p>

**INTEGRATED ACCESSIBILITY
STANDARDS - Regulation 191/11**

AODA Standard/Regulation	Description	Action	Status	Compliance Date	Responsibility
Part 1 – General Requirements					
Section 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 meeting its requirements under the accessibility standards referred to in this Regulation.	Tandia has completed its Accessibility Policies that outline how it will meet the requirements of the Integrated Standards Regulation. To obtain a copy of this policy, please contact Director, Human Resources at humanresource@tandia.com	Completed	January 1, 2014	Human Resources Department
Section 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,	Tandia developed a Multi-year Accessibility Plan to address the requirements to be met between 2013 and 2016. In collaboration with Tandia's AODA Committee, Tandia will continue to work towards completion of AODA requirements within applicable timeframes. Tandia's Multi-year Accessibility Plan can be found at the following web-site address:	Completed	January 1, 2014	Human Resources Department and AODA Committee

	<p>if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>www.tandia.com</p>			
Section 6: Self-Service Kiosks	<p>6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>All kiosks have been identified and Tandia will incorporate accessibility features when designing, procuring, or acquiring self-serve kiosks.</p>	<p>On-going</p>	<p>January 1, 2014</p>	<p>AODA Committee</p>
Section 7: Training	<p>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,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of</p>	<p>Tandia will design and deliver training on the Integrated Accessibility Standards Regulation as it relates to the Ontario Human Rights Code.</p>	<p>In progress</p>	<p>January 1, 2015</p>	<p>Human Resources Department</p>

	the organization. (not cleaning staff, etc.)				
AODA Standard/Regulation	Description	Action	Status	Compliance Date	Responsibility
Part II – Information & Communication Standards Section 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.	Tandia will review its existing feedback process and identify methods of increasing accessibility	In progress	January 1, 2015	AODA Committee
Section 12 (1): Accessible Formats & 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, <ul style="list-style-type: none"> 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. 	Tandia will provide accessible format and communication supports upon request.	In progress	January 1, 2016	AODA Committee

Section 12 (2):	12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	See Section 12. (1)	In progress	January 1, 2016	Marketing Department
Section 12 (3):	12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	See Section 12. (1)	In progress	January 1, 2016	Marketing Department
Section 14 (2): Accessible Websites & 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.	Tandia will review its web-site to determine compliance status. Tandia will develop a web compliance checklist.	In progress	January 1, 2014	IT Department and Marketing Department
AODA Standard/Regulation	Description	Action	Status	Compliance Date	Responsibility
Part III – Employment Standard	22. Every employer shall	Tandia will review its	In progress	January 1,	Human Resources

Section 22: General Requirements	notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	employment web page, job postings, and email correspondence to include statement indicating the accommodations will be provided upon request.		2016	Department
Section 23 (1): 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, 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.	Tandia will ensure that correspondence to selected candidates outlines that Tandia will provide accommodations when a request is made.	In progress	January 1, 2016	Human Resources Department
Section 24: Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the	Upon making an offer of employment, Tandia will note in the offer letter that we have	In progress	January 1, 2016	Human Resources Department

	successful applicant of its policies for accommodating employees with disabilities.	an accommodation policy and that we are committed to accommodating all employees with disabilities. The letter will state that additional information will be shared during the on-boarding process			
Section 25 (1): 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.	Tandia will develop a Workplace Accommodation Policy to inform employees of the supports available for those who require accommodations to perform their job.	In progress	January 1, 2016	Human Resources Department
Section 25 (2):	25.(2) Employers shall provide the information required under this section to new	Tandia will provide all new hires with information about our Workplace Accommodation Policy during	In progress	January 1, 2016	Human Resources Department

	employees as soon as practicable after they begin their employment.	the on-boarding process.			
Section 25 (3):	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.	See Section 25 (1)	In progress	January 1, 2016	Human Resources Department
Section 26: Accessible Formats & Communication Supports for Employees	<p>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,</p> <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>	Tandia will inform employees that accessible formats and communication supports will be provided upon request.	In progress	January 1, 2016	Human Resources Department and IT Department

<p>Section 26 (2):</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>See Section 26 (1)</p>	<p>In progress</p>	<p>January 1, 2016</p>	<p>Human Resources Department, Management Team and IT Department</p>
<p>Section 27: Workplace Emergency Response Information</p>	<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>Tandia will develop a Workplace Emergency Response Plan template and will communicate information about this template and instructions on an annual basis and/or when an employee moves to a different location within the organization.</p> <p>A copy of this policy can be obtained by contacting the Human Resources Department at humanresource@tandia.com</p>	<p>Completed</p>	<p>January 1, 2012</p>	<p>Human Resources Department</p>
<p>Section 27 (2):</p>	<p>27. (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</p>	<p>See Section 27 (1)</p>	<p>Completed</p>	<p>January 1, 2012</p>	<p>Human Resources Department</p>

	employer to provide assistance to the employee.				
Section 27 (3):	27. (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.	See Section 27 (1)	Completed	January 1, 2012	Human Resources Department
Section 27 (4):	27. (4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	See Section 27 (1)	Completed	January 1, 2012	Human Resources Department

Section 28: Documented Individual Accommodation Plans	28.(1) 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.	Tandia will develop a template to guide the accommodation plan process.	Complete	January 1, 2016	Human Resources Department
Section 28 (2):	<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an 	Tandia will identify elements of AODA requirements that need to be incorporated into the accommodation process.	Complete	January 1, 2016	Human Resources Department

	<p>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> <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.</p> <p>6. The frequency with which the individual accommodation plan</p>				
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	<p>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>				
<p>Section 29: Return to Work Process</p>	<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>Tandia will review its Return to Work process and will revise as necessary to incorporate AODA requirements.</p>	<p>In progress</p>	<p>January 1, 2016</p>	<p>Human Resources Department</p>

	(b) shall document the process.				
Section 29 (2):	<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> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	See Section 29 (1)	In progress	January 1, 2016	Human Resources Department
Section 29 (3):	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.	See Section 29 (1)	In progress	January 1, 2016	Human Resources Department
Section 30: Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of	Tandia will review its existing performance management processes and revise as necessary to incorporate AODA requirements.	In progress	January 1, 2016	Human Resources Department and Management Team

	employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.				
Section 31: Career Development & 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.	Tandia will review its career development and advancement processes for possible barriers and will revise as necessary to incorporate AODA requirements.	In progress	January 1, 2016	Human Resources Department
Section 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.	Tandia will review its redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements.	In progress	January 1, 2016	Human Resources Department

