

AlarmForce Multi-Year Accessibility Plan

Part I - General Requirements

Initiative	AODA Requirement	Action	Status / Comments	Compliance Date
1.1 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 accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> Policy complete and posted on AlarmForce external website and internal intranet. 	Complete	January 1, 2014
1.2 Accessibility Plans	Large organizations shall, <ol style="list-style-type: none"> 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; post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> AODA committee to meet ongoing until compliance deadlines have all been met 	Complete	January 1, 2014
1.3 Training	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, <ol style="list-style-type: none"> all employees, and volunteers; all persons who 	<ul style="list-style-type: none"> Reviewed current training and determined AODA should be included in existing mandatory orientation training Assess training needs (e.g., separate training for managers and employee levels) Determine mechanism for managing and 	IN PROGRESS	January 1, 2015

	<p>participate in developing the organization's policies; and</p> <p>c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	tracking completion of training		
--	--	---------------------------------	--	--

Part II – Information and Communications Standards

Initiative	AODA Requirement	Action	Status	Compliance Date
2.1 Feedback	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.	<ul style="list-style-type: none"> Feedback process includes via telephone, online at alarmforce.com and in person at the Head Office. 	Complete	January 1, 2015
2.2 Accessible Formats & Communication Supports	2.2.1 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 	<ul style="list-style-type: none"> IT and Marketing to review current accessible formats and communication technology supports. 	IN PROGRESS	January 1, 2016

	needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.			
	2.2.2. The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Develop a process for responding to, approving or declining a request. 	Complete	January 1, 2016
	2.2.3. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> Incorporate language in marketing materials and website to advertise that, in accordance with AODA, accessible format may be made available on request. 	Complete	January 1, 2016
2.3 Accessible Website and Web Content	Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0, in initially at Level A and increasing to Level AA and shall do so in accordance with the schedule set out in this situation.	<ul style="list-style-type: none"> N/A (medium sized company) 	N/A	N/A

Part III – Employment Standard

Initiative	AODA Requirement	Action	Status	Compliance Date
3.1 Recruitment, General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	<ul style="list-style-type: none"> All posting mechanisms reviewed and language incorporated to make applicants aware that, in accordance with AODA, accommodation is available 	Complete	September 2015
3.2 Recruitment, Assessment or Selection Process	<p>3.2.1 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.</p> <p>3.2.2 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.</p>	<ul style="list-style-type: none"> Incorporate language in all email notifications to applicants for interview that, in accordance with AODA, accommodation is available upon request. Encourage and provide more diversity-related training to Talent Attraction on how to engage in conversations to solicit and handle accommodation requests, in accordance with AODA. Educate Talent Attraction on inclusive selection strategies developed by Ontario Human Rights Commission and on how to implement and request support for accommodation related requests in accordance with AODA. 	Complete	January 1, 2016
3.3 Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the	<ul style="list-style-type: none"> Incorporate in offer letter a section regarding 	Complete	January 1, 2016

	successful applicant of its policies for accommodating employees with disabilities.	AlarmForce's accessibility policies and where to access additional information on AlarmForce internal and external internet.		
3.4 Informing Employees of Supports	3.4.1 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 employee's accessibility needs due to disability.	<ul style="list-style-type: none"> • Develop change and communication strategy to educate and advise AlarmForce staff on AlarmForce's accessibility policies, plans and processes. 	Complete	January 1, 2016
	3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> • Accessibility policies and processes to be incorporated in onboarding process for Ontario. 	Complete	January 1, 2016
	3.4.3 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.	<ul style="list-style-type: none"> • Develop processes and strategy to communicate any policy changes by email and posting on the Q drive. 	Complete	January 1, 2016
3.5 Accessible Formats and Communication Supports for Employees	3.5.1 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: <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Educate employees and Performance Managers on the availability of accessible format and communication supports; in accordance with AODA • Educate employees and Performance Managers on process for requesting accessible formats and communication supports • Review current ergonomic assessment process to identify gaps and implement 	Complete	January 1, 2016

		improvements as necessary		
	3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	<ul style="list-style-type: none"> Develop a process for consulting with employees to determine accommodation needs and advising employees of the solution 	Complete	January 1, 2016
3.6 Workplace Emergency Response Information	3.6.1 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.	<ul style="list-style-type: none"> Develop a process to provide individualized workplace emergency response information. 	Complete	January 1, 2016
	3.6.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> Develop Individualized Workplace Emergency Response Information that includes a mechanism to obtain consent from the employee to share the information with those designated to provide assistance in the event of an emergency. 	Complete	January 1, 2016
	3.6.3 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.	<ul style="list-style-type: none"> Train managers to work with the individual who requires accommodation and provide individual Workplace Emergency Response Information as soon as possible. 	Complete	January 1, 2016
	3.6.4 Every employer shall review the individualized workplace emergency response information	<ul style="list-style-type: none"> Develop process for creating Individualized Workplace Emergency Response 	Complete	January 1, 2016

	<p>a) When the employee moves to a different location in the organization;</p> <p>b) When the employee's overall accommodation needs or plans are reviewed; and</p> <p>c) When the employer reviews its general emergency response policies.</p>	Information guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs		
3.7 Documented Individual Accommodation Plans	3.7.1 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.	<ul style="list-style-type: none"> Review of current accommodation processes and practices. Develop and operationalize a standard process for the development of individualized accommodation plans; in accordance with AODA 	Complete	January 1, 2016
	<p>3.7.2 The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. 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 accommodation can be achieved, if so, how accommodation can be achieved. The manner in which the employee can request the participation of a representative from their 	<ul style="list-style-type: none"> Create a standard operating procedure for the development of documented plans that will incorporate the following elements: <ul style="list-style-type: none"> Manner in which employee can request Under which circumstances medical is required Who (Great West Life) will be assessing the medical provided Work with Great West Life (disability partner) to determine the process for assessing and responding (approve/decline) to individual 	Complete	January 1, 2016

	<p>bargaining agent, 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>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 the individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>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>accommodation plan requests</p> <ul style="list-style-type: none"> - Accommodation Plans will incorporate confidentiality requirements and outline when, to whom (Great West Life) and what information may be shared • Educate AlarmForce staff on the Accessibility policies and processes and procedures for requesting individual plans • Develop change and communication plan support awareness of process for, and availability of, individual accommodation plans in accordance with the AODA 		
<p>3.8 Return to Work Process</p>	<p>3.8.1 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-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p> <p>3.8.2 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 the documented individual accommodation plans, as part of the process.</p>	<ul style="list-style-type: none"> • Liaise with Great West Life to conduct a review of the current return to work process • Update and document return to work process based on gaps and compliance requirements. 	<p>Complete</p>	<p>January 1, 2016</p>

	<p>3.8.3 The return to work process referenced in this section does not replace or override any other return to work process created by any other statute.</p>			
<p>3.9 Performance Management</p>	<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 using its performance management process in respect of employees with disabilities.</p>	<ul style="list-style-type: none"> • Assess current performance review process to ensure accessibility features are incorporated (i.e., forms accessible, conversations in plain text). • Ensure updated/new performance management processes to be rolled out incorporate accessibility features • Ensure training or communications to performance managers provides awareness on effective communication strategies, timing to allow for employees to review and understand feedback prior to meeting, and reasonable accommodation 	<p>IN PROGRESS</p>	<p>January 1, 2016</p>
<p>3.10 Career Development & Advancement</p>	<p>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.</p>	<ul style="list-style-type: none"> • Review of current training and professional development materials to determine accessibility features • Ensure all future developed training and materials are developed with accessibility features in mind • Ensure promotion criteria, practices and processes take into account individual accommodation 	<p>IN PROGRESS</p>	<p>January 1, 2016</p>

		<p>needs and plans in accordance with AODA</p> <ul style="list-style-type: none"> Track career progression of individuals with disabilities 		
3.11 Redeployment	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.	<ul style="list-style-type: none"> Review and update of current transfer and redeployment practices and processes to ensure accommodation plans are referenced Educate hiring managers to ensure redeployment efforts/activities take into account the employees accommodation needs 	Complete	January 1, 2016

Part IV – Accessible Public Spaces

Initiative	AODA Requirement	Action	Status	Compliance Date
4.1 Trails and Beach Routes	<p>Organizations must make beach access routes and recreational trails accessible if:</p> <ul style="list-style-type: none"> Building new beach access routes and recreational trails and planning to maintain them Making major changes to existing ones and planning to maintain them 	N/A	N/A	January 1, 2017
4.2 Parking	<p>Organizations must make both on-street and off-street parking accessible if:</p> <ul style="list-style-type: none"> Building new parking spaces and planning to maintain them 	<ul style="list-style-type: none"> Facilities manager will take accessibility into account if and when parking areas are further developed 	Complete	January 1, 2017

	<ul style="list-style-type: none"> Developing existing parking spaces and planning to maintain them 			
4.3 Service counters and waiting areas	<p>Organizations must make both services counters and waiting areas accessible if:</p> <ul style="list-style-type: none"> Building new service counters, fixed waiting lines or fixed seated waiting areas Making major changes to existing service counters, fixed waiting lines or fixed seated waiting areas 	<ul style="list-style-type: none"> Facilities manager will take accessibility into account if and when service counters and waiting areas are further developed in the reception area. 	Complete	January 1, 2017
4.4 Outdoor eating areas	<p>Organizations must make public outdoor eating areas accessible if:</p> <ul style="list-style-type: none"> Building new public outdoor eating areas with tables for members of the public and planning to maintain them Making major changes to existing areas with tables for members of the public and planning to maintain them 	N/A	N/A	January 1, 2017
4.5 Outdoor play spaces	<p>Organizations must make outdoor play spaces accessible if:</p> <ul style="list-style-type: none"> Building new public outdoor play spaces and planning to maintain them 	N/A	N/A	January 1, 2017

	<ul style="list-style-type: none"> making major changes to existing spaces and planning to maintain them 			
4.6 Outdoor paths	<p>Organizations must make outdoor paths accessible if:</p> <ul style="list-style-type: none"> Building new paths of travel and planning to maintain them Making major changes to existing outdoor paths of travel and planning to maintain them 	N/A	N/A	January 1, 2017
4.7 Maintaining areas	<p>4.7.1 Organizations must explain how they will handle times when accessible parts of outdoor paths of travel are not working or available</p> <p>4.7.2 Organizations must maintain the accessible parts of public outdoor eating areas – both regular and emergency maintenance</p>	<ul style="list-style-type: none"> Facilities manager will liaise with Executive Assistant to: <ul style="list-style-type: none"> a) Advise staff of disruptions/alternate locations via email and posters in conspicuous locations within the office b) Advise members of the public of disruptions/alternate locations via clearly visible signage in the affected area Facilities manager to continue to maintain existing accessible outdoor spaces. 	Complete	January 1, 2017
4.8 Accessibility in buildings	<p>The accessibilities for Ontarians with Disabilities Act does not apply to buildings. More information about entrances, ramps, elevators, and washrooms can be found in the Ontario Building Code.</p>	<ul style="list-style-type: none"> Facilities manager to continue to ensure the office building is compliant. 	N/A	January 1, 2017