



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2016 to 2021 accessibility plan outlines the policies and actions that Bevertec CST Inc. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Bevertec CST Inc. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	January 1, 2014
Current Barriers:	<ul style="list-style-type: none"> Lack of defined policies and procedures. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create policies and procedures. 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	January 1, 2014
Current Barriers:	<ul style="list-style-type: none"> Lack of purchasing guidelines and policies 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create policies and procedures that govern the purchasing of self-serve kiosks 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		



Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Training on IASR and the Human Rights Code	Compliance Deadline:	January 1, 2015
Current Barriers:	<ul style="list-style-type: none"> Training platform and training material not currently within the possession of the company 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Purchase and online training platform with prepackaged training module 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	January 1, 2015
Current Barriers:	<ul style="list-style-type: none"> Formalized feedback process does not exist Feedback form does not exist for in person feedback Website does not specify that feedback is accepted or where to submit feedback and how 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create formal feedback process Created feedback form Update website and create notice that company accepts feedback that specifies methods of feedback 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources, Marketing	Results:	Completed
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> Bevertec does not offer documents in accessible formats to suit persons with disabilities 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create formal policy and procedure that specifies Bevertec will work in conjunction with any person requests accessible formats and communications to create and produce an acceptable document. 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		



Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	January 1, 2012
Current Barriers:	<ul style="list-style-type: none"> Formal policies and procedures do not exist outlining emergency procedures for persons with disabilities Employees are unaware that personalized plans will be created upon request New employees are not informed of the availability of personalized emergency plans 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create formal policy and procedure outlining the availability of personalized emergency plans as needed for persons with disabilities Communicate to all existing staff regarding the availability of personalized emergency plans Inform all new hires of the availability of personalized emergency plans 		
Potential Future Barriers:	<ul style="list-style-type: none"> As employees change roles or locations within the building they will need to have their plans updated accordingly should they exist. 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	January 1, 2021
Current Barriers:	<ul style="list-style-type: none"> Website does not conform to WCGA 2.0 AA Formalized policies do not exist specifying the WCGA 2.0 AA requirements for any new or significantly refreshed websites. 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Upon launch of a new website or a significantly refreshed website it will comply with WCGA 2.0 AA requirements Create formal policies outlining the requirement for any new or significantly refreshed website to be WCGA 2.0 AA compliant 		
Potential Future Barriers:	<ul style="list-style-type: none"> Updates or changes to the WCGA 2.0 AA requirements post launch of the website. 		
Responsible Authority:	Human Resources & Marketing	Results:	In progress

Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> No formal policies exist governing the recruitment of persons with disabilities besides general employment equity policies 		

		<ul style="list-style-type: none"> Candidates are not advised of the availability of accommodations upon request Recruiters have not received training on the recruitment of persons with disabilities 	
Plan to Meet Requirements:		<ul style="list-style-type: none"> Create formal policies and practices on the recruitment of persons with disabilities Attach a statement to all job posting notifying candidates about the availability of accommodations upon request Train recruiters on the range of options available for accommodations 	
Potential Future Barriers:		<ul style="list-style-type: none"> Ensuring compliance and adjusting the culture within the recruitment department 	
Responsible Authority:	Human Resources & Director of Recruitment	Results:	Completed
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	January 1, 2016
Current Barriers:		<ul style="list-style-type: none"> No formal policy exists regarding the need to inform employees of support 	
Plan to Meet Requirements:		<ul style="list-style-type: none"> Create formal policy and send a blast e-mail to all existing employees that accommodations are available upon request Inform all new hires that accommodations are available upon request during initial orientation 	
Potential Future Barriers:		<ul style="list-style-type: none"> n/a 	
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	January 1, 2016
Current Barriers:		<ul style="list-style-type: none"> No formal policy exists regarding the need to create accessible formats of communication support No accessible formats and communication supports exist 	
Plan to Meet Requirements:		<ul style="list-style-type: none"> Create a formal policy outlining the availability of accessible formats Create accessible formats on a as needed bases 	
Potential Future Barriers:		<ul style="list-style-type: none"> Cost of requested accommodations 	
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	January 1, 2012

Current Barriers:	<ul style="list-style-type: none"> No formal policy exists regarding emergency response information that is tailored towards persons with disabilities Emergency response information does not currently accommodate persons with disabilities 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Inform all employees of the availability of tailored emergency response information Create a formal policy outlining the availability of emergency response information for persons with disabilities 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> No formal policy exists regarding individual accommodation plans Employees are not aware of the availability of individual accommodation plans 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create a formal policy outlining the availability of individual accommodation plans upon request Inform all existing employees about the availability of individual accommodation plans Inform new hires during orientation about the availability of individual accommodation plans 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Return to work process	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> n/a 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Return to work policy has been ported into the AODA policy and procedures manual 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Performance management process	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> n/a 		



Plan to Meet Requirements:	<ul style="list-style-type: none"> Performance management policy has been ported into the AODA policy and procedure manual 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Career development and advancement	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> No formal policy exists that takes into account a person's disabilities when planning career development 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create a formal policy on the career development for persons with disabilities Train managers on the new policy 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Redeployment	Compliance Deadline:	January 1, 2016
Current Barriers:	<ul style="list-style-type: none"> No formal policy exists on the redeployment of workers in the event of job losses 		
Plan to Meet Requirements:	<ul style="list-style-type: none"> Create a formal policy that dictates how employees are to be redeployed in the event of a reorganization that accounts for persons with disabilities 		
Potential Future Barriers:	<ul style="list-style-type: none"> n/a 		
Responsible Authority:	Human Resources	Results:	Completed

Review and Update

This document was created on January 1, 2016 and must be reviewed and updated by January 1, 2021.