



## Multi-Year Accessibility Plan

(Accessibilities for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11, Integrated Accessibility Standards)

#	Initiative	Requirement Outlined in the Act	VitalAire's Actions	Status	Compliance Date
<b>PART I – General Requirements</b>					
1.	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.	VitalAire has developed and implemented policies governing how it achieves accessibility and meets its legal requirements.	<b>Compliant</b>	January 1, 2014
2.	Accessibility Plan	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.	a) VitalAire established and implemented a multi-year accessibility plan in order to identify and remove barriers and meet its legal requirements.  b) VitalAire posted the accessibility plans on its internal and external website in an accessible format.  c) VitalAire will review and update the Accessibility Plan next in January 2019 and every 5 years thereafter.	<b>Compliant</b>	January 1, 2014
3.	Training	7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards	All VitalAire employees and contractors receive training on accessibility standards as it relates	<b>Compliant</b>	January 1, 2015



		<p>referred to in the 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 the organization</p>	<p>to people with disabilities.</p> <p>Training will be available in an accessible format as requested and training records will be kept.</p>		
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<b>PART II – Information and Communications Standards</b>					
4.	Emergency procedures, Plans for Public Safety Information	13. (1) In addition to its obligation under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	VitalAire provides emergency procedures, plans or public safety information when requested.	<b>Compliant</b>	January 1, 2012
5.	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	VitalAire will continue to make its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines	<b>Pending</b> (WCAG 2.0 Level A)	January 1, 2014 (WCAG 2.0 Level A)



		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.	(WCAG) 2.0, initially at Level A and increasing to Level AA.	<b>Pending</b>  (Level AA for January 1st, 2021)	January 1, 2021  (Level AA)
6.	Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to person with disabilities by providing or arranging for accessible formats and communications supports, upon request.	VitalAire has a process for receiving and responding to feedback. If requested, VitalAire will make arrangements for providing this in an accessible format and communications supports.	<b>Compliant</b>	January 1, 2015
7.	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,  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.	Upon request, VitalAire will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost.	<b>Compliant</b>	January 1, 2016
		12. (2) The obligated organization shall	VitalAire consults with any	<b>Compliant</b>	January 1, 2016



		consult with the person making the request in determining the suitability of an accessible format or communication support.	employees requesting accessible format or communication support in a timely manner.		
		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	VitalAire's AODA policy provides this information. This policy is posted on VitalAire's website; internal and external. this is also communicated to all applicants during the hiring process.	<b>Compliant</b>	January 1, 2016

#	Initiative	Requirement Outlined in the Act	VitalAire's Actions	Status	Compliance Date
<b>PART III – Employment Standards</b>					
8.	Workplace Emergency Response Information	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	VitalAire supports this requirement on an as needed basis.	<b>Compliant and Ongoing</b>	January 1, 2012
		27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent the	With employee's consent, information is provided to the Emergency Response Staff assigned to the person requesting assistance.	<b>Compliant and Ongoing</b>	January 1, 2012



		employers shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	In the event that the assigned Emergency Response Staff is not available during the time of the incident, the person requiring assistance will identify themselves to the fire warden, manager, or any other employee in the area so an Emergency Response Staff can be assigned and assist the employee.		
		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.	VitalAire provides the information required as soon as it becomes aware of the need for accommodation due to the employee's disability	<b>Compliant</b>	January 1, 2012
		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	VitalAire supports this requirement on an as needed basis.	<b>Compliant and Ongoing</b>	January 1, 2012



		emergency response policies.			
10.	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.	VitalAire notifies employees and the public about the availability of accommodation for applicants with disabilities by including a statement in all internal and external job postings.	<b>Compliant</b>	January 1, 2016
11.	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.	VitalAire continues encourage people with disabilities to participate fully in all aspects of the organization by notifying successful applicants of the Accessibility policies in place at VitalAire.	<b>Compliant</b>	January 1, 2016
		23. (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.	VitalAire will consult with applicants 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.	<b>Compliant</b>	January 1, 2016
12.	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.	VitalAire verbally notifies successful applicants regarding its policies for accommodating employees with disabilities when making offers of	<b>Compliant</b>	January 1, 2016



			employment		
13.	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.	All employees have been informed of our policies pertaining to job accommodations.	<b>Compliant</b>	January 1, 2016
		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	VitalAire provides information required under this act to new hires during the onboarding process.	<b>Compliant</b>	January 1, 2016
		25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policy on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Upon a change to an existing policy, VitalAire will take into account an employee's accessibility needs.	<b>Compliant</b>	January 1, 2016
14.	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,  (a) Information that is needed in order to	VitalAire supports this requirement on an as needed basis.	<b>Compliant and Ongoing</b>	January 1, 2016



		perform the employee's job; and (b) Information that is generally available to employees in the workplace.			
		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	VitalAire supports this requirement on an as needed basis.	<b>Compliant and Ongoing</b>	January 1, 2016
15.	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.	VitalAire has developed and implemented a written policy and process for Individual Accommodation Plans for employees with disabilities.	<b>Compliant</b>	January 1, 2016
		28. (2) The process for the development of documented individual accommodation plans shall include the following elements:  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 individual basis.  3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense,	VitalAire has a step by step process documentation plan that outlines all the elements required under the regulation.	<b>Compliant</b>	January 1, 2016



		<p>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, 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>			
16.	Return to Work	29. (1) Every employer, other than an	a) VitalAire has developed a return to work process which details the	<b>Compliant</b>	January 1, 2016



	Process	<p>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 (b) shall document the process.</p>	<p>specific plans for employees returning to work following a disability related absence and who require accommodation to return to work.</p> <p>b) Vitalire has a documented a return to work process in place.</p>		
		<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>	<p>a) VitalAire’s return to work process outlines the steps it will take to facilitate the return to work of employees absent due to disability or a disability related leave.</p> <p>b) VitalAire uses and will continue to use Individual Accommodation plans as part of the process.</p>	<b>Compliant</b>	January 1, 2016
		<p>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.</p>	<p>The Return to Work Process does not replace or override any other return to work process required by other statute.</p>	<b>Compliant</b>	January 1, 2016



17.	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disability.	VitalAire takes into consideration employees with disabilities, as well as individual accommodation plans during the performance review and management process.	<b>Compliant</b>	January 1, 2016
18.	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 advancement to its employees with disabilities.	VitalAire takes into consideration employees with disabilities, as well as individual accommodation plans during the career development and advancement review and management process	<b>Compliant</b>	January 1, 2016
19.	Redeployment	31. (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 deploying employees with disabilities.	VitalAire takes into consideration employees with disabilities, as well as individual accommodation plans during the deployment process.	<b>Compliant</b>	January 1, 2016
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<b>PART IV – Transportation Standard</b>					
20.	Transportation	Sections 34 – 80	Although this standard does not apply to VitalAire, VitalAire will continue to monitor all transportation related regulations	<b>Not Applicable</b>	January 1, 2017

			as outlined in AODA for future compliance.		
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<b>PART V – Built Environment Standard</b>					
21.	Waiting Area	80.43 (1) 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	VitalAire has taken into consideration accessible seating space in the waiting area, and will continue to keep it accessible.	<b>Compliant</b>	January 1, 2017
		(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.	VitalAire has and will continue to provide accessible seating space in the seating area where an individual using a mobility aid can wait.		