

Appendix 1
Integrated Accessibility Standards – Multi Year Plan (2014- 2019)

Section	Requirement / Initiative	Action	Status	Compliance Date	Actual Completion Date
Part I	General Requirements				
3	Establishment of Accessibility Policies	Submit draft policy to the Board for approval Note: Accessible Customer Services Policy developed and approved Dec. 8, 2011 requires posting on the web site	Pending Executive Leadership Team (ELT) review and approval Integrated Standards Practice approved by the Board August 1, 2014	January 1, 2014	August 1, 2014
4	Accessibility Plans	Prepare Multi Year Plan (2014- 2019). Post plan in internet upon approval ELT to review the Multi Year Plan every 5 years	This Multi Year Plan (2014- 2019) was approved by ELT and posted on the external site.	January 1, 2014	July 15, 2013
6	Self-Serve Kiosk	N/A		January 1, 2014	January 1, 2014

7	Training	IAS and Human Rights Training available through LMS developed by City. Note: Provided Training to staff in 2011 & 2013 on Accessible Customer Service New employees are training during orientation	Finalize changes to the e-courses and schedule all PUG to complete by Dec. 31, 2014	January 1, 2015	December 2013 training completed. On-going for new employees
Part II	Information and Communications Standards				
11	Feedback	Develop Feedback Form and contact information on the web site.	Feedback Form complete Add to the Internet	January 1, 2015	May 1, 2015
12	Accessible Formats & Communication Supports.	Provide accessible format in a timely manner upon request Add a section to the web site (bill, newsletter) providing information on how to request information in an accessible format.	Complete	January 1, 2016	March 5, 2015
13	Emergency Procedures, Plans Public Safety Info - provide information in an accessible format as soon as practicable upon request	Currently looking to add a section to the web site on public safety. Need to ensure accessible formats are available upon request	Complete	January 1, 2012	June 2016

4	Accessible Websites & Web Content	January 1, 2014 - New internet websites and web content on those sites must conform with WCAG 2.0 Level A.	IT Department aware of requirements New web site in development that will conform to new requirements	January 1, 2021	In progress – to be completed by February 28, 2020
22	Recruitment – General shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	PUG careers web page outlines that accommodation is available and to contact HR if required. Applicants need to make their required accommodations known in advance. Accommodations will be made available as required	Complete	January 1, 2016	January 1, 2014
24	Notice to successful Applicants - When making offers of employment, notify the successful applicant of its process for accommodating employees with disabilities.	Add a paragraph to employment offers to explain process for accommodating employees with disabilities	Complete	January 1, 2016	October 2016
25	Informing Employees of Supports including but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Employees are trained on integrated standards as well as employment related practices including recruitment and return to work.	Complete Training module to be completed during orientation (within first 3 months)	January 1, 2016	December 2014

25	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 information notices to staff when changes made to policies or practices Regular practice is to provide updates to employees on any employment related practices through email, bulletin boards and department meetings.	Ongoing as required	January 1, 2016	
26	Accessible formats and Communication supports for employees for any information that is generally available to employees in the workplace.	Issue "Guide to Accessible Documents" to all staff and train employees Ensure PUG templates are in accessible format	Document communicated to staff Company templates updated to meet accessible requirements	January 1, 2015	Completed summer of 2015
26	26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		Ongoing as required		
27	Workplace Emergency Response	- 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.	Ongoing as required	January 1, 2012	

27	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.		Ongoing as required	January 1, 2012	
27	<p>Review individualized workplace emergency response information</p> <p>a) when the employee moves to a different location in the organization; b) when the employee's overall accommodations needs or plans are reviewed c) when the employer reviews its general emergency response policies</p>		Ongoing as required	January 1, 2012	
28	<p>Documented Individual Accommodation Plans (IAP)</p> <p>Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	Return to Work practice provides direction for accommodation for both occupational and non-occupational disability	Ongoing as required	January 1, 2016	

	<p>28(2) The process for the development of an IAP to include:</p> <ol style="list-style-type: none"> 1. The manner in which an employee can participate in the development of the IAP 2. The means by which the employee is assessed on an individual basis. 3. How 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. 4. The participation of a representative from the bargaining agent, or other representative in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information 6. The frequency with which the IAP will be reviewed and updated. 7. If an IAP is denied, the reasons for the denial will be provided to the employee. 	<p>Return to Work Practice encompasses all the requirements</p>	<p>Ongoing</p>	<p>January 1, 2016</p>	
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<p>29</p>	<p>Return to Work Process 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.</p>	<p>Current Return to Work Practice in place that addresses work and non-work-related injuries and disabilities</p>		<p>January 1, 2016</p>	<p>Complete</p>
<p>30</p>	<p>Performance Management - take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect to employees with disabilities.</p>	<p>Individual plans addressed as required</p>	<p>Ongoing</p>	<p>January 1, 2016</p>	
<p>31</p>	<p>Career Development & Advancement shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<p>Individual plans addressed as required</p>	<p>Ongoing as required</p>	<p>January 1, 2016</p>	

<p>32</p>	<p>Redeployment Employer that uses redeployment shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities</p>	<p>Redeployment has not been used at PUG</p>		<p>January 1, 2016</p>	
	<p>Design of Public Spaces</p>	<p>Ensure requirements are met for any newly developed or redeveloped recreational trails and access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service-related elements.</p>		<p>January 1, 2017</p>	
	<p>Develop procedures for preventative and emergency maintenance of accessible elements in public spaces.</p>			<p>January 1, 2017</p>	
	<p>Develop procedures for dealing with temporary disruptions when accessible elements under public spaces not working</p>	<p>Procedure in place for disruption of service. Notice is posted on the City's web page.</p>	<p>Operations departments advise City of disruptions/ road closures and posted on City web site as well as PUG twitter</p>	<p>January 1, 2017</p>	<p>March 2014</p>