

BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

Appendix A: Multi-Year Plan

Customer Service Standard	Description	Action	Status	Compliance Date
Customer Service Policy	Establish and document policies, practices and procedures for the provision of services to people with disabilities.	Post an Accessible Customer Service Policy on the Black & McDonald website.	Complete	December 31, 2012
Training	Establish Customer Service training for employees of our Ontario offices.	<p>Train employees on:</p> <p>The various types of disabilities and how barriers affect persons with disabilities,</p> <p>How to interact with persons with disabilities who use assistive devices, who have a service animal, or who are accompanied by a support person,</p> <p>What to do if a person with a disability is having difficulty accessing our goods and services, and</p> <p>The contents of the practice's Customer Services Accessibility Policy.</p> <p>Keep records of who has been trained and when training took place.</p>	Complete and ongoing	January 1, 2014

Initiated by:

Date Issued:

Supersedes Issue:

Review Date:

Page 1 of 7

Policy Committee

January 1, 2015

January 1, 2016

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BLACK & McDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

Accessible Information & Communication Requirement	Description	Action	Status	Compliance Date
Accessibility Plan	Establish, Implement, Maintain and document a multi-year accessibility plan, which outlines the Black & McDonald strategy to prevent and remove barriers and meet its requirements under the Regulation.	Create and adopt Accessibility plan. Post this plan on the Black & McDonald website.	Complete	January 1, 2015
Accessibility Policy	Establish accessibility policies	Develop, implement, and maintain policies governing how accessibility will be achieved including: A statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner, and Ensure that accessibility policies are provided in an accessible format upon request.	Complete	January 1, 2015
Training	Establish a training program for employees of our Ontario offices.	Ensure 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; all employees, all persons who	Complete	January 1, 2015

Initiated by:

Date Issued:

Supersedes Issue:

Review Date:

Page 2 of 7

Policy Committee

January 1, 2015

January 1, 2016

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BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

		<p>participate in developing policies and all others who provide goods and services on behalf of the organization.</p> <p>Keep records of who has been trained and when training took place.</p>		
Feedback	Organizations that have 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.	<p>Determine what accessible formats and communication supports we will provide upon request. i.e., customer surveys.</p> <p>Ensure employees and management are aware of the requirement to provide accessible formats and communication supports upon request.</p>	Ongoing	<p>January 1, 2012</p> <p>January 1, 2015</p>
Accessible Formats & Communication Supports	Organizations shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.	<p>Develop a process for responding to requests for supports and services.</p> <p>Post a notice on the website that information is available in a variety of accessible formats.</p> <p>Make public information accessible, upon request.</p> <p>Determine what accessible formats and communication supports we will provide to persons with disabilities upon request in a timely matter.</p>	Upcoming	January 1, 2016

Initiated by:

Date Issued:

Supersedes Issue:

Review Date:

Page 3 of 7

Policy Committee

January 1, 2015

January 1, 2016

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BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

		Appoint a person to be familiar with logistics of planning meetings or presentations where a persons with disabilities may be attending.		
Accessible Websites & Web Content	Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A,.	Assess and review accessibility of existing company website and content. Commence compliance with WCAG 2.0 level A for all new internet websites and web content, on those websites. i.e., forms, documents. Production and deployment of new IT solutions development in-house conforms to WCAG 2.0 level A where technically feasible.	Ongoing	January 1, 2014
	All internet websites and web content must conform with WCAG 2.0 Level AA,.	Excluding live captioning and audio description. Content published prior to 2012 available in an accessible format upon request.	Upcoming	January 1, 2021
Employment Standard				
Accessible Recruitment, Assessment or Selection Process	Employer shall notify its employees and potential candidates that accommodations can be made in recruitment and assessment processes.	Have process and will review existing process by January 1, 2016.	Upcoming	January 1, 2016

Initiated by:
Policy Committee

Date Issued:
January 1, 2015

Supersedes Issue:

Review Date:
January 1, 2016

Page 4 of 7

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BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

	<p>When making offers of employment notify the successful applicant of policies for accommodating employees with disabilities.</p> <p>Inform employees of its policies used to support its employees with disabilities, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Employers shall provide the information under this section to new employees as soon as practicable after they begin their employment.</p> <p>Employers shall provide updated information to its employees whenever there is a change to existing policies.</p>			
<p>Accessible Formats & Communication supports for Employees</p>	<p>Employer shall consult with the employee making the request and provide or arrange for the provision of accessible formats and communication supports for; information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.</p>	<p>Put in place a written process to develop individual accommodation plans for employees with a disability.</p> <p>Review existing process by January 1, 2016.</p>	<p>Upcoming</p>	<p>January 1, 2016</p>

Initiated by:

Date Issued:

Supersedes Issue:

Review Date:

Page 5 of 7

Policy Committee

January 1, 2015

January 1, 2016

Printed copies of policies are considered UNCONTROLLED. Please verify current issue before use.

BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

	Employer shall provide individualized workplace emergency response information to employees who have a disability as such that the individualized process is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Developed Process Will need to develop a policy by January 1, 2016.	Complete Upcoming	January 1, 2013 January 1, 2016
Documented Individual Accommodation Plans	Employer shall develop and have a written process for the development individual accommodation plans for employees with disabilities.	Will review existing process, by January 1, 2016.	Upcoming	January 1, 2016
Return to Work Process	Employer 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 shall document the process.	Have process and will review existing process by January 1, 2016.	Upcoming	January 1, 2016
Performance Management	Employer conducting performance management shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management	Currently take this into account, and will review existing process by January 1, 2016.	Upcoming	January 1, 2016

Initiated by:

Date Issued:

Supersedes Issue:

Review Date:

Page 6 of 7

Policy Committee

January 1, 2015

January 1, 2016

Printed copies of policies are considered UNCONTROLLED. Please verify current issue before use.

BLACK & MCDONALD LIMITED

Multi-Year Plan

SECTION: Human Resources /
HR Procedures

ATTACHMENT # A

	process in respect of employees with disabilities.			
Career Development; Advancement and Relocation	Employer provides career development, advancement and relocation shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.	Will review existing process by January 1, 2016.	Upcoming	January 1, 2016

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Policy Committee

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January 1, 2015

Supersedes Issue:

Review Date:

January 1, 2016

Page 7 of 7

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