

MCMILLAN VANTAGE POLICY GROUP

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi-Year Accessibility Plan

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	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.	<p>McMillan Vantage Policy Group is dedicated to the development, implementation and maintenance of policies governing its commitment to and the requirements under the Accessibility Standards.</p> <p>McMillan Vantage Policy Group has a Customer Standard Policy and an Integrated Accessibility Standards Policy that govern the provision of services under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>.</p>	Complete	November 15, 2016
3		3. (2) Large organizations shall include a statement of organizational commitment to meet the accessibility needs of persons		Complete	November 15,

Section	Initiative	Description	Action	Status	Compliance Date
		with disabilities in a timely manner in their policies.			2016
4	Accessibility Plans	<p>4. (1) Large organizations shall,</p> <p>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;</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>c) review and update the accessibility plan at least once every five years.</p>	<p>A copy of McMillan Vantage Policy Group's Accessibility Plan is posted on its website. A copy of the Accessibility Plan will be provided in an accessible format upon request.</p> <p>Requests can be made as follows:</p> <ul style="list-style-type: none"> • Email: info@mcmillanvantage.com • Telephone: 1 888 603 7720 and ask to be transferred to the Office Administrator • In writing to: McMillan Vantage Policy Group Attn: Office Administrator World Exchange Plaza 45 O'Connor St Ottawa, ON K1P 1A4 • Any other form that takes into account the requestor's disability 	Complete	November 15, 2016

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			<p>(c) McMillan Vantage Policy Group's Accessibility Plan will be consistently under review until all objectives are carried out. Thereafter, McMillan Vantage Policy Group will review and update its Accessibility Plan at least once every five years.</p>		

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6	Self-Serve Kiosks	6. (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Not Applicable	N/A	N/A
7	Training	<p>7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods, services or facilities on behalf of the organization. 	McMillan Vantage Policy Group will ensure that training is provided as appropriate on the requirements of the accessibility standards referred to in the Regulation and the <i>Human Rights Code</i> , and will ensure that new employees complete the required training within a reasonable time of having accepted employment with McMillan Vantage Policy Group.	Complete	November 15, 2016
7		7. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	McMillan Vantage Policy Group will provide training in respect of any changes to policies described in section 3.		November 15, 2016 (ongoing thereafter)

7		7. (5) Every obligated organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	McMillan Vantage Policy Group will keep a record of training provided in accordance with the requirements under this section.		November 15, 2016 (ongoing thereafter)
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PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11. (1) 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.	McMillan Vantage Policy Group has established feedback processes, both internally and externally.	Complete	November 15, 2016
12	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	McMillan Vantage Policy Group has established policies and processes around providing or arranging for the provision of accessible formats and communication supports for persons with disabilities in accordance the with Regulation.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		b) at a cost that is no more than the regular cost charged to other persons.			
12		12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	McMillan Vantage Policy Group will consult and work collaboratively with the person making the request to determine suitability of an accessible format or communication support, and will research and identify potential accessible formats/communication supports that may be requested.	Complete	November 15, 2016
12		12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	McMillan Vantage Policy Group will use its external website to notify the public about the availability of accessible formats and communication supports.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
13	Emergency Procedures, Plans or Public Safety Info	13. (1) In addition to its obligations 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.	Not Applicable.	N/A	N/A
14	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 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.	<p>McMillan Vantage Policy Group will take action to ensure that its websites and web content will conform with WCAG 2.0 Level AA, by January 1, 2021, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded) <p>as outlined by the Regulation.</p>	In Progress	<p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded).

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15	Educational & Training Resources & Materials	<p>15. (1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> 1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by, <ol style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 2. Provide student records and information on program requirements, availability and descriptions in an 	Not Applicable.	N/A	N/A

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		accessible format to persons with disabilities.			
16	Training to Educators	16. (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	Not Applicable.	N/A	N/A
16		16. (2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Not Applicable.	N/A	N/A
17	Producers of Educational or Training Material	17. (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of	Not Applicable.	N/A	N/A

Section	Initiative	Description	Action	Status	Compliance Date
		the textbooks available to the institutions.			
17		17. (2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.	Not Applicable.	N/A	N/A
18	Libraries of educational & training institutions	18. (1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).	Not Applicable.	N/A	N/A

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	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.	McMillan Vantage Policy Group’s recruitment processes ensures employees and the public are notified about the availability of accommodation for applicants with disabilities in accordance with Section 22 – 32 of the Regulation.	Complete	November 15, 2016
23	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.	McMillan Vantage Policy Group’s recruitment process ensures that job applicants are notified of the availability of accommodations when they are individually selected to participate in an assessment or selection process. The availability for accommodation during its recruitment processes will be outlined on McMillan Vantage Policy Group job advertisements.	Complete	November 15, 2016
23		23. (2) If a selected applicant requests an accommodation, the employer shall consult	If a selected applicant requests an accommodation, McMillan Vantage	Complete	November 15,

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		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>Policy Group will 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> <p>McMillan Vantage Policy Group has an Accommodation Policy in place which governs the provision of suitable accommodation in a manner that takes into account the requestor's accessibility needs.</p>		2016
24	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.	McMillan Vantage Policy Group will, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Complete	November 15, 2016
25	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 policies used to support employees with disabilities are provided within a reasonable time of having accepted employment with McMillan Vantage Policy Group.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date

Section	Initiative	Description	Action	Status	Compliance Date
25		25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	This information, including policies and applicable training, will be provided to new employees as soon as practicable after they begin their employment.	Complete	November 15, 2016
25		25. (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.	McMillan Vantage Policy Group employees will be notified of changes to existing policies via e-mail (and/or intranet pages). These processes will be applied when there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.	Complete	November 15, 2016
26	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 perform the employee's job; and	Our policies outline the process with respect to responding to requests for accessible formats and communication supports in accordance with the requirements of Section 26 of the Regulation.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		b) information that is generally available to employees in the workplace.			
26		26. (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
27	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.	McMillan Vantage Policy Group has an internal emergency response and information plan that is relayed to all new and existing employees. Individual emergency response plans have been developed and documented for those who require them.	Complete	November 15, 2016
27		27. (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		Complete	November 15, 2016
27		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.		Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
27		<p>27. (4) Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> 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 emergency response policies. 		Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
28	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.	Our policies outline applicable processes for the development of documented individual accommodation plans for employees with disabilities.	Complete	November 15, 2016
28		<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 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, to determine if and how accommodation can be achieved. 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 agent, or other representative from the workplace, where the employee is not 	Our policies include the elements outlined in Section 28 (2) and 28 (3) of the Regulation with respect to the development of documented individual accommodation plans.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		<p>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>			
28		<p>28. (3) Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>b) if required, include individualized workplace emergency response information, as described in section 27; and</p>		Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
		c) identify any other accommodation that is to be provided.			
29	Return to Work Process	<p>29. (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 and require disability-related accommodations in order to return to work; and</p> <p>b) shall document the process.</p>	McMillan Vantage Policy Group has established policies which document its return to work process for its employees who have been absent from work due to a disability and require disability related accommodations.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
29		<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>	McMillan Vantage Policy Group's return to work procedure meets the requirements found under section 29. (2).	Complete	November 15, 2016
29		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.	McMillan Vantage Policy Group's return to work procedure does not replace or override any other return to work process created by or under any other statute.	Complete	November 15, 2016
30	Performance Management	30. (1) 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.	McMillan Vantage Policy Group will 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.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
31	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 development and advancement to its employees with disabilities.	McMillan Vantage Policy Group will 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.	Complete	November 15, 2016

Section	Initiative	Description	Action	Status	Compliance Date
32	Redeployment	32. (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 redeploying employees with disabilities.	McMillan Vantage Policy Group will review all individual accommodation plans in conjunction with redeployment to ensure that related processes and tools are designed to take into account the accessibility needs of employees with disabilities.	Complete	November 15, 2016