

Integrated Accessibility Standards Regulation (IASR)

Five-Year Plan



Unlocking Profitability.
One Customer at a Time.™

Our Accessibility Commitment Over The Next Five Years

Exchange Solutions Accessibility Plan Going Forward

This Five-year plan was created to comply with the Integrated Accessibility Standards Regulation (IASR), which requires organizations with employees over 50 to establish, implement, maintain and document a multi-year accessibility plan. We are also required to continue to comply with the Accessible Customer Service Standards.

Accessibility Progress in 2014

Exchange Solutions continues to comply with existing accessibility requirements under both the Accessibility Standards for Customer Service Regulation and the IASR. We also are compliant in creating an accessibility policy and our first multi-year accessibility plan. In addition new websites and contents on those sites will be compliant with the WCAG 2.0 Level A standards.

Accessibility Standards for Customer Service

In 2014 and every year of the Plan and beyond, Exchange Solutions will continue to ensure that it is in compliance with the regulation. This includes:

- Providing accessible customer service training to every person who deals with members of the public or who participates in developing our policies, practices and procedures governing the provision of goods and services to the public; including all employees, contractors and others who provide service on behalf of Exchange Solutions.
- Continues to ensure that any new policies that are created regarding customer service are consistent with the principles of dignity, independence, integration and equal opportunity.
- Continues to gather feedback on the goods and services it provides and acts on that feedback to improve services to people with disabilities.
- Continues to post appropriate notices regarding service disruptions.
- Continues to welcome people with disabilities who use assistive devices, to support people or service animals and to train our staff on assistive devices in our facilities.

Integrated Accessibility Standards Regulations (IASR)

The IASR requires organizations with employees over 50 to develop, implement and maintain policies governing how they achieve or will achieve accessibility requirements. This includes:

- A policy for the Integrated Accessibility Standards Regulation to be posted on our website and made available in alternate formats upon request.
- The development of a Five-year Accessibility Plan which is also made available on our website and can be obtained in print copy or alternate formats upon request.

Accessible Websites and Web Content

- All new internet websites or websites undergoing a major refresh and web content on those sites must conform to Web Content Accessibility Guidelines or WCAG at the 2.0, Level A. Exchange Solutions has met these guidelines.
- Training has been and will be provided on an ongoing basis to all Web developers and web content providers on WCAG in relation to their duties.

Looking forward to 2015

IASR General Requirements

In 2015, the IASR requires organizations with employees over 50 to ensure that employees and volunteers are trained on the accessibility standards and the Human Rights Code. We must also ensure that our feedback processes are accessible to persons with disabilities and provided in accessible formats and communication supports upon request.

In 2015, Exchange Solutions will provide:

- The required training to its employees as appropriate to the duties of that employee.
- Will maintain records of the training including dates.
- As a continued part of our on-boarding process, new employees and volunteers will receive training on the Accessibility Standards for Customer Service, the IASR policy and the Human Rights Code.

Accessible Information and Communications Standard

Feedback

The Accessible Information and Communications Standard requires that by January 1, 2015, all our feedback processes be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports on request. Exchange Solutions must also notify the public about the availability of accessible formats and communication supports.

- Exchange Solutions accepts feedback through its website.
- Alternate formats will be made available on request for all feedback forms.

Accessibility in 2016

By January 1, 2016 all of Exchange Solutions employment practices must be accessible. While many of our existing employment practices already meet requirements under the Accessible Employment Standards, we ensure that all our employment practices throughout the employment life cycle meet these standards of accessibility. We are also required to provide or arrange for information in accessible formats and communication supports for persons with disabilities on request.

Information and Communication Standard

Accessible Formats and Communication Supports

The IASR requires, by January 1, 2016, all large organizations provide or arrange for information in accessible formats and communication supports for persons with disabilities on request. Exchange Solutions will ensure that requested information is:

- Provided in a timely way
- Provided at no extra cost
- Provided following consultation with the person making the request to determine the most appropriate format or support

Accessible Employment Standard

Exchange Solutions will ensure compliance with the requirement to provide employees with individualized emergency response plans. New employees with accommodation needs will develop individual emergency accommodation plans with Human Resources. Revisions will be made to the plans for existing employees if their accommodation needs change.

Recruitment

- Exchange Solutions will notify successful candidates of its policies for accommodating employees with disabilities when offering employment. This notice will be included in the offer of employment to the successful candidate.
- Exchange Solutions will notify its employees and the public about the availability of accommodations for applicants with disabilities during the interview process.

Informing Employees with Disabilities of Supports Available

- Exchange Solutions will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through the intranet, email and employee meetings.
- New employees will receive this information during the on-boarding process.
- All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations.
- Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be discussed with them and plans for communication made with their consent.

Accessible Formats and Communication Supports for Employees

- Exchange Solutions will consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their job effectively.

Individual Accommodation Plans

- Exchange Solutions will develop a written process for the development of Individual Accommodation Plan for employees with disabilities.

Return to Work

Exchange Solutions provides accommodations where needed when an employee returns to work.

- Human Resources evaluates and approves the return to work process
- Modified work or specific accommodations may be provided

Performance Management and Career Development

Exchange Solutions will review the accessibility needs of employees with disabilities with regard to performance management and career development and take their accessibility needs into account, including providing performance plans in accessible formats.

Accessibility in 2017

In 2017, larger organizations like Exchange Solutions must meet requirements when building new or making major changes to existing public spaces.

Design of Public Spaces Standard

Service Counters

- At least one service counter is accessible to people who use mobility aids.
- Service counters are low enough for someone sitting in a mobility aid.
- Service counters have sufficient clear space for someone sitting in a mobility aid, including space for the person's knees.
- Accessible service counters are identified with accessible signage.

Waiting Areas

- Within waiting areas with seating fixed to the floor at least three percent of seating is accessible to someone using a mobility aid.
- All waiting areas have at least one accessible seating space.

Maintenance

- Our Multi-year Accessibility Plan includes preventative and emergency maintenance for the accessible parts of our public spaces, including posting of regular maintenance schedules and letting people know about alternatives.

Accessibility in 2018

There are no new requirements for our organization in 2018.

Our Five-year Accessibility Plan will expire this year therefore we will prepare a new multi-year plan to begin in 2019.