Establish and post accessibility policy

Develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements.

Create an accessibility policy for WES. Link: https://www.wes.org/ca/accessibility-policy/

HR

Completed - April 2017

Revised - June 2021

Incorporate organizational commitment statement into the policy.

Post the policy on the WES website.

Marketing/HR

Completed - April 2017

Revised - June 2021

Produce the report in an accessible format upon request.

Review, update, and report the accessibility policy on WES' website (Internet and intranet). Link: https://www.wes.org/ca/accessibility-policy/

Marketing/HR

June 2021

Completed - July 2021

Provide training on the requirements of the accessibility standards and Human Rights Code to all persons in persons with disabilities.

All employees were provided instructions to take online training modules via accessforward.ca

HR

Completed - April 2017

Revised - May 2021

Train all employees, policy developers, volunteers, contractors, and Board members on the accessibility policy and requirements.

HR will follow up with anyone who did not submit a request for training.

HR

Completed - January 2018

Revised - May 2021

Develop a new orientation process to incorporate required accessibility training and associated policies or procedures for all new hires.

HR

Completed - December 2017

Revised - October/November 2021

Ensure all policies, notices, policies or procedures for all new hires.

Marketing/HR

Completed - April 2021

Revised - December 2021

Ensure every person to receive training shall be trained as soon as it is feasibly possible.

Complete training records on the website with employee list as of May 2021 and identified those employees who have not completed training. Communication sent to those employees to complete training by end of May 2021.

HR

May 2021

Completed - May 2021

File compliance report every three years once training was provided.

Training records will be maintained with details regarding training dates, who took the training, and what training was provided.

Marketing/HR

Completed - April 2021

Revised - May 2021

Establish, implement, and maintain a document, Multi-year Accessibility Plan, that outlines the actions to remove and prevent barriers.

Establish project committee to develop plan.

Marketing/HR/Project team

Completed - October 2020

Revised - April/May 2021

Consult with Learning and Development and IT departments on the process of training for new hires.

Prepare an annual status report on the progress of the plan.

Review and update plan once a year it is established.

Project team

April/May 2021

In Progress

Post the status report on the website and provide the report in an accessible format upon request.

Marketing/HR

April/May 2021

In Progress

Prepare an accessible customer service policy for WES.

Create an accessible customer service policy for WES. Link: https://www.wes.org/ca/accessibility-service-policy/

HR

Completed - April 2017

Revised - June 2021

Employer shall establish policies, practices, and procedures governing the provision of its goods and services to persons with disabilities.

Employer shall ensure that its policies, practices, and procedures respect the dignity and independence of persons with disabilities.

Create an accessible customer service policy for WES. Link: https://www.wes.org/ca/accessibility-service-policy/

HR

Completed - April 2017

Revised - June 2021

Incorporate principles into the policy.

These principles are incorporated into the Accessible Customer Service Policy.

HR

Completed - April 2017

Revised - June 2021

Policies must deal with the use of assistive devices by persons with disabilities to obtain, use, or benefit from the goods or services.

The use of assistive devices is incorporated into the policy.

HR

Completed - April 2017

Revised - June 2021

Employer shall ensure that the provider of goods or services shall ensure that other measures are available to enable the person with the disability to obtain, use, or benefit from the provider’s goods or services.

Provide training on accessibility through meeting its requirements.

Establish project committee to develop plan.

HR

Completed - October 2020

Revised - April/May 2021

Consult with Learning and Development and IT departments on the process of training for new hires.

Prepare an annual status report on the progress of the plan.

Review and update plan once a year it is established.

Project team

April/May 2021

In Progress

Post the status report on the website and provide the report in an accessible format upon request.

Marketing/HR

April/May 2021

In Progress

Provide an accessible customer service policy for WES.

Create an accessible customer service policy for WES. Link: https://www.wes.org/ca/accessibility-service-policy/

HR

Completed - April 2017

Revised - June 2021

Include in its policies a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.

Incorporate organizational commitment statement into the policy.

Post the policy on the WES website.

Marketing/HR

Completed - April 2017

Revised - June 2021

Revise the document publicly available and easily to be provided in an accessible format upon request.

Review, update, and report the accessibility policy on WES’ website (Internet and intranet). Link: https://www.wes.org/ca/accessibility-policy/

Marketing/HR

June 2021

Completed - July 2021

Have the documents publicly available and easily to be provided in an accessible format upon request.

Review the document on the WES website.

Marketing/HR

Completed - April 2017

Revised - June 2021

Post the policy on the WES website.

Marketing/HR

Completed - April 2017

Revised - June 2021

Marketing/HR

June 2021

Completed - July 2021
Use of service animals and support persons

The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if it is necessary to protect the safety or health of others on the premises.

The provider of goods or services shall prepare one or more documents describing its policies, practices, and procedures with respect to the provision of its goods or services to persons with disabilities.

Feedback process

The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text via email or otherwise.

Each requirement has been incorporated into the policy.

Notice of temporary disruption

If there is a temporary disruption in the provision of services, the provider shall give notice of the disruption to the public.

Notice may be given by posting the information on the premises, on the website, or by such other method as is reasonable in the circumstances.

Provider of goods or services shall prepare one or more documents describing its policies, practices, and procedures with respect to the matters governed by this section and, upon request, shall give a copy of the document(s) to any person.

Feedback process

Refer to training under general requirements HR

Training

Training must be provided to each person as soon as practicable after he or she is assigned to an applicable duty.

Training must be provided on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of goods or services to persons with disabilities.

Feedback process

Refer to feedback process under Information and Communication standards.

Feedback process

Information & Communication Standards

Establish a process to receive and respond to feedback regarding accessibility.

Inform the public regarding the feedback process.

Accessibility policies are posted on the website.

HR

Completed - April 2017

HR

Completed - April 2017

HR/Marketing/Customer Experience

June 2021

Completed - June 2021

HR

Completed - April 2017

HR

Completed - April 2017

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Completed - April 2017

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Completed - April 2017

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Completed - April 2017

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Completed - April 2017

HR

Completed - April 2017
**Accessible formats and communication supports**

Provide accessible formats and communication supports in a timely manner, taking into account the person’s disability and at a cost no more than the regular charge to persons without disabilities.

- Establish internal resources or vendors to provide services in alternative formats.
- Document remediation vendors: Accessibil-IT
- Include accessibility for vendors for closed captioning and transcription.
- Provide request and document communication supports with the person to ensure accessibility.
- Notify the public of the availability of accessible formats and communication supports upon request.

Accessible websites and content

- Ensure that websites and web content conforms to WCA 2.0 Level A for newly created or revised websites.
- Ensure websites and web content meet WCAG 2.0 Level AA by January 31, 2022, except for Live captions and audio descriptions.
- Ensure websites and web content meet WCAG 2.0 Level AA by June 1, 2022.

**Emergency preparedness, plans and public safety information**

- In determining whether meeting the requirements is practicable, the organization may consider:
  - Availability of commercial software or tools or both
  - Significant impact on implementation timeline that is planned or notified before January 1, 2022

- The employer shall provide individualized workplace emergency response information to employees who have a disability (temporary or permanent) as soon as possible after the employer is made aware.
- Send a memo to employees to inform if anyone needs an individualized workplace emergency response plan.
- Create or update individualized emergency response plans for those employees who have disclosed a disability.
- Develop internal processes and understand emergency response template for WES and post to contact.

**Emergency preparedness, plans and public safety information**

- The employer shall inform its employees of its emergency response plans - May 2021.
- The employer shall inform its employees of its emergency response plans - June 2021.
- The employer shall inform its employees of its emergency response plans - November 2021.
- The employer shall inform its employees of its emergency response plans - December 31, 2021.
- The employer shall inform its employees of its emergency response plans.

- Ensure that employees and the public are aware of the availability of accommodation for applicants with disabilities in its recruitment processes.
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**Employment Standards**

**Workplace emergency response plan**

- The employer shall ensure the individualized workplace emergency response plan when the employee moves to a different workplace.
- The employer shall provide the information to the Fire Warden or other designated person in the event of an emergency.
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**Recruitment and Selection**

- The employer shall inform its employees of its policies in support of its employees with disabilities including policies on the provision of accommodations that take into account an employee’s accessibility needs due to disability.
- All existing employees will be informed of the accessibility policies in place that outline accommodation processes available to them.
- All policies and procedural information related to accessibility are accessible by employees via the internal shared drive or HR internet site.
The employer shall provide information to new employees as soon as practicable after they begin their employment.

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<thead>
<tr>
<th>Accessible formats and communication supports for employees</th>
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<tr>
<td>The employer 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 a disability.</td>
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<tr>
<th>Individual accommodation plan (IAP)</th>
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<td>Employers shall develop a written process for the development of documented individual accommodation plans (IAP) for employees with disabilities.</td>
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<th>Return to work process</th>
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<td>Employers shall develop and document a return to work process for employees who have been absent because of a disability and require disability-related accommodation in order to return to work.</td>
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<th>Performance Management</th>
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<td>The employer shall take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when using its performance management process.</td>
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<th>Career Development</th>
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<tr>
<td>The employer shall take into account the accessibility needs of employees with disabilities as well as individual accommodation plans, when providing career development and advancement to employees with disabilities.</td>
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<th>Redeployment</th>
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<tr>
<td>The 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.</td>
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