



MULTI-YEAR ACCESSIBILITY PLAN

INTENT AND OVERVIEW

In accordance with our organizational obligations under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c 11 (the “AODA”) and the Integrated Accessibility Standards Regulation (the “IASR”), O. Reg. 191/11, s. 4 (1) (2), multiVIEW Locates Inc. (“multiVIEW”) has prepared this Multi-Year Accessibility Plan (the “MYAP”) to outline the deliverables and activities that will be worked on over the next 3 to 5 years to prevent and remove accessibility barriers for people with disabilities. This plan is a continually expanding and fluid document that will be updated at least every five years, as multiVIEW’s accessibility strategy evolves.

Please note that this MYAP has been created to ensure multiVIEW is in compliance with the AODA legislated requirements for business or non-profit organizations with 50 or more employees. multiVIEW reached this threshold in early 2017.

This new MYAP builds on what we have accomplished since we introduced our first five-year plan in 2017, which laid out a comprehensive roadmap to make multiVIEW an accessible employer. This new MYAP builds on this works and reaffirms multiVIEW’s commitment to accessibility by promoting organizational requirements that enhance accessibility in the delivery of customer service to persons with disabilities.

multiVIEW’s Commitment to Accessibility

multiVIEW is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

multiVIEW’s AODA Committee

Is comprised of our senior leadership team, which include representatives in different areas of the organization who champion and are accountable for the successful implementation of the accessibility initiatives as they related to the AODA Accessibility Standards. This committee. The Committee is responsible for reviewing the annual status report which will address the outcomes of the deliverables and activities as stated in this plan and contribute to the changes of this plan as required.

Created: March 13, 2017

Last Modified: April 30, 2021

Feedback

multiVIEW welcomes feedback in relation to this plan, in the format most convenient to the person providing feedback. Our Accessibility policies and feedback process are available in the AODA Policies page of our website at www.multiview.ca/aoda-policies.

AODA, ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE – O. REG. 429/07

Year	General Requirements	Deliverable	Activities	Accountability	Compliance Deadline	Complete	In Progress	Ongoing
2012-2017	s. 3 – Establishment of policies, practices and procedures <ul style="list-style-type: none"> • Establish policies, practices and procedures governing the provision of goods and services to persons with disabilities • Create document describing policies, practices, and procedures; provide upon request in alternative format 	<ul style="list-style-type: none"> • Develop Customer Service Policy • Post Customer Service Policy on multiview.ca • Provide policy in accessible format upon request 	<ul style="list-style-type: none"> • Prepare Customer Service policies and procedures • Review and approve Customer Service Policy • Develop a strategy to communicate policies and practices to all employees • Ensure document is accessible to employees via ERP system • Post policies on multiview.ca • Notify public of commitment to provide Customer Service Policy in alternative formats upon request 	<ul style="list-style-type: none"> • HR/Marketing • AODA Committee • HR/Marketing • HR/Marketing • Marketing • HR/Marketing 	Jan. 1, 2012	X X X X X X		
	s. 4 – Use of service animals and support persons <ul style="list-style-type: none"> • Establish policies, practices and procedures around a person with a disability being accompanied by a service animal or support person • Create document describing policies, practices and procedures, provide upon request 	<ul style="list-style-type: none"> • Include information in Customer Service Policy • Inform all employees, volunteers, and third-parties doing business on behalf of multiVIEW about the policy 	<ul style="list-style-type: none"> • Prepare and submit procedure for approval • Review and approve procedure • Implement procedures into Customer Service Policy • Communicate policy, procedures and practices to all employees • Continued commitment on communicating this obligation 	<ul style="list-style-type: none"> • HR/Marketing • AODA Committee • HR/Marketing • HR/Marketing/ Staff Management 	Jan. 1, 2012	X X X		X
	s. 5 – Notice of temporary disruption <ul style="list-style-type: none"> • Provide public notice of disruption in facilities or services by posting on premises or on website • Include in notice reason for disruption, anticipated duration, and description of alternatives, if available • Create a document describing steps to be taken for temporary disruptions; provide upon request 	<ul style="list-style-type: none"> • Include information in Customer Service Policy • Develop template to address planned service disruption • Inform all employees, volunteers, and third-parties of policy • Inform public if and when needed 	<ul style="list-style-type: none"> • Prepare and receive approval of procedures and practices from AODA Committee • Implement procedures into the Customer Service Policy • Create associated form – Accessible Service Disruption Notice for operations management • Continued commitment on communicating this obligation 	<ul style="list-style-type: none"> • HR/Marketing • HR/Marketing • HR • HR/Marketing/ Operations 	Jan. 1, 2012	X X X		X

<p>s. 6 – Training for staff</p> <ul style="list-style-type: none"> • Provide training to: <ul style="list-style-type: none"> ○ Employees, volunteers dealing with the public or others on behalf of multiVIEW ○ Persons developing policies, practices, and procedures governing the provision of goods or services to the public • Include training on specific topics set out in regulation • Provide training on ongoing basis to reflect any changes to policies, practices and procedures • Create document describing training policy, summary of content and details of when provided • Keep records of training provided, including dates and number trained 	<ul style="list-style-type: none"> • Develop customer service training policy and procedure • Develop customer service training module(s) • Inform Staff Development of obligation to adopt delivery of training on existing and new staff as soon as practicable • Develop process to provide training on an on-going basis • Develop process to keep records of training, dates and numbers trained 	<ul style="list-style-type: none"> • Create policy and procedure on customer service training for approval to AODA Committee • Review and approve procedures • Incorporate training policy and procedures into the Customer Service Policy • Create Customer Service training module • Review and approve training modules • Post training modules on shared server folder for Staff Development Manager access • Inform Staff Development team of obligation to implement new training modules to both existing and new employees • Staff Development team to complete training modules with existing location/department employees • Integrate training requirements and process into the HR hiring practices for employees • Communicate to all department leaders on requirement for all new hires outside HR processes to complete training modules • Continued commitment to raising awareness of training obligations 	<ul style="list-style-type: none"> • HR/Marketing • AODA Committee • HR/Marketing • HR/Marketing • AODA Committee • HR/Marketing • HR/Marketing • Staff Management • HR • HR/Marketing • HR/Staff Management 	<p>Jan. 1, 2012</p>	<p>X X X X X X X</p>			<p>X</p>
<p>s. 7 Feedback process for providers of goods and services</p> <ul style="list-style-type: none"> • Establish process for receiving and responding to feedback about the manner it provides goods or services to persons with disabilities; make information about process publicly available 	<ul style="list-style-type: none"> • Establish feedback process • Prepare document describing feedback process and, upon request, provide copy of the document to any person • Set up process on AODA Policies web page for feedback 	<ul style="list-style-type: none"> • Develop feedback process; ensure to align with obligation under IASR, s. 11 • Integrate process in Customer Service Policy • Develop Feedback Form for customer feedback • Communicate process on AODA Policies web page on multiview.ca 	<ul style="list-style-type: none"> • HR/Marketing • HR/Marketing • HR/Marketing • Marketing • Staff Management 	<p>Jan. 1, 2012</p>	<p>X X X X</p>			<p>X</p>

	<ul style="list-style-type: none"> Feedback process must specify actions multiVIEW is required to take if a complaint is received Establish a document describing feedback process and, upon request, shall give a copy of the document to any person 		<ul style="list-style-type: none"> Continued commitment on communicating this obligation 					
2017-2021	s. 8 Notice of availability of documents <ul style="list-style-type: none"> Notify persons to whom multiVIEW provides goods or services that documents required by the Customer Service regulation are available upon request 	<ul style="list-style-type: none"> Include required notice in the Customer Service Policy and all documents produced in response to regulations 	<ul style="list-style-type: none"> Include procedure in Customer Service Policy 	<ul style="list-style-type: none"> HR/Marketing 	Jan. 1, 2012	X		
	s. 9 – Format of documents <ul style="list-style-type: none"> Alternative formats of documents covered by this regulation must take into account person’s disability 	<ul style="list-style-type: none"> Alternative formats of documents covered by this regulation will be supplied on an as needed basis (if, when and in format requested) as soon as practicable 	<ul style="list-style-type: none"> Develop guide on how to create accessible documents Inform employees of availability of Guide on How to Accessible Documents; to be hosted on ERP system 	<ul style="list-style-type: none"> HR/Marketing HR/Marketing 	Jan. 1, 2012		X	X

AODA, INTEGRATED ACCESSIBILITY STANDARDS – O. REG. 191/11

Year	General Requirements	Deliverable	Activities	Accountability	Compliance Deadline	Complete	In Progress	Ongoing	
2012-2017	s. 3 – Accessibility Policies <ul style="list-style-type: none"> Develop, implement and maintain policies governing how multiVIEW achieves or will achieve accessibility through meeting the IASR requirements and become more accessible Post plan on multiview.ca and make accessible Make document publicly available and, on request, provide them in an accessible format 	<ul style="list-style-type: none"> Prepare Accessibility Policy Prepare Statement of Commitment to include in policy Post policy on multiview.ca Provide policy in accessible format upon request 	<ul style="list-style-type: none"> Establish AODA Committee Prepare and receive approval of policies and procedures Develop a strategy to communicate policies and practices to all employees Ensure document is accessible to employees via ERP system Post policies on multiview.ca Continued commitment on communicating this obligation 	<ul style="list-style-type: none"> HR HR/Marketing HR/Marketing HR/Marketing Marketing HR/Staff Management 	Jan. 1, 2014	X X X X		X	
	s. 4 – Accessibility Plan <ul style="list-style-type: none"> Create multi-year plan (i.e. 5 years) outlining strategic direction to prevent and remove barriers, Post plan on multiview.ca and make accessible Review and update plan and make accessible at least once every five years 	<ul style="list-style-type: none"> Prepare a 5-year plan 	<ul style="list-style-type: none"> Prepared multi-year plan and receive approval of plan from AODA Committee Post multi-year plan on multiview.ca Post multi-year plan on internal ERP system for employee access Prepare annual status report of all elements of plan that are completed, being updated and are to be implemented Departments leads commitment to engage in their accessibility obligations including accessibility planning and reporting on initiatives and progress 	<ul style="list-style-type: none"> HR/Marketing Marketing HR/Marketing HR/Marketing HR/Staff Management 	Jan. 1, 2014	X X X X		X X	
	s. 5 – Procuring or acquiring goods, services or facilities	Not Applicable							
	s. 6 – Self-service kiosks	Not Applicable							
	s. 7 – Training <ul style="list-style-type: none"> Train all employees, volunteers, persons developing policies, and all other providing goods or services on 	<ul style="list-style-type: none"> Source or develop training modules on the requirements of IASR and Human Rights Code, R.S.O. 1990, 	<ul style="list-style-type: none"> Create training modules Review and receive approval of training modules from AODA Committee 	<ul style="list-style-type: none"> HR/Marketing AODA Committee 	Jan. 1, 2014		X X		

	behalf of multiVIEW on requirements of IASR and Ontario Human Rights Code, R.S.O. 1990, Chapter H.19 (the "OHRC") as it pertains to persons with disabilities <ul style="list-style-type: none"> • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others • Provide training on ongoing basis in respect to any changes to policies, practices and procedures • Keep records of training provided, including dates and number trained. 	Chapter H.19 as it pertains to persons with disabilities <ul style="list-style-type: none"> • Develop process to provide training on an on-going basis • Develop process to keep records of training, dates and numbers trained 	<ul style="list-style-type: none"> • Post training modules on shared server folder for Staff Development access • Inform Staff Management team of obligation to implement new training modules to both existing and new employees • Staff Management team to complete training modules with existing employees • Integrate training requirements and process into the HR hiring practices for employees 	<ul style="list-style-type: none"> • HR/Marketing • HR • Staff Management • HR 		<ul style="list-style-type: none"> X X X X 		
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Year	Information and Communication Standards	Deliverable	Activities	Accountability	Compliance Deadline	Complete	In Progress	Ongoing
2017-2021	s. 11 – Feedback <ul style="list-style-type: none"> • Develop process for receiving and responding to feedback and that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request • Must notify the public about the availability of accessible formats and communications supports with respects to the feedback process 	<ul style="list-style-type: none"> • Develop feedback form • Develop feedback process; accessible formats and delivery options 	<ul style="list-style-type: none"> • Create feedback form • Implement feedback process into all policy • Post procedure on AODA Policies web page on multiview.ca • Continued commitment on communicating this obligation 	<ul style="list-style-type: none"> • HR/Marketing • HR/Marketing • Marketing 	Jan. 1, 2014	<ul style="list-style-type: none"> X X X 		X
	s. 13 – Emergency procedures, plans or public safety information <ul style="list-style-type: none"> • Make emergency procedures, plans or public safety information available to the public and in an accessible format or appropriate communications support, as soon as practical, upon request 	<ul style="list-style-type: none"> • Emergency procedures currently available under Corporate Policies (Disaster Recover Policy) • Provide policy and procedures in accessible format upon request 	<ul style="list-style-type: none"> • Consult with persons on an individual basis to determine suitable format or communication support of supplying information 	<ul style="list-style-type: none"> • HR/Marketing 	Jan. 1, 2014	X		

2021-2025	<p>s. 14 – Accessible websites and web content</p> <ul style="list-style-type: none"> Make internet websites and web content conform with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA <p><i>(Applies to websites, web content and web-based applications multiVIEW controls directly or through contractual relationships.)</i></p> <p>NOTE: Obligation applies to web content published after Jan. 1, 2012</p>	<ul style="list-style-type: none"> All internet websites and web content must conform with WCAG 2.0 Level A All web content is to be accessible; Level A compliancy All internet websites and web content must conform with WCAG 2.0 Level AA All web content is to be accessible; Level AA compliancy 	<ul style="list-style-type: none"> Create awareness of obligation Develop plan for compliance Provide resources Ensure website and web content – Level A compliant 	<ul style="list-style-type: none"> Marketing Marketing Marketing Marketing 	Jan. 1, 2021		X X X X	
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Year	Employment Standards	Deliverable	Activities	Accountability	Compliance Deadline	Complete	In Progress	Ongoing
2021-2025	<p>s. 22, 23, 24 – Recruitment, assessment or selection process</p> <ul style="list-style-type: none"> Notify employees and public about the availability of accommodations for applicants with disabilities in recruitment process Notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relating to the materials or processes to be used Consult with job applicant with the disability, if made aware, to arrange or provide accommodation to access materials or processes to be used 	<ul style="list-style-type: none"> Prepare communication statement to notify potential applicants about accommodation process Consult with potential applicants when a request is made Accommodate applicants during the hiring process, upon request 	<ul style="list-style-type: none"> Add communication notice regarding accommodation practices across current HR procedures, templates, and practices Develop a workplace accommodation process Inform Hiring Managers of new policy, procedures and practices Continued commitment to this obligation 	<ul style="list-style-type: none"> HR HR HR HR/Staff Management 	Jan. 1, 2016	X X X X		X
	<p>s. 25, 26, 27, 28 – Employee accommodations</p>	<ul style="list-style-type: none"> Develop a written process for individual accommodation plans (IAP) 	<ul style="list-style-type: none"> Create process for Employee Accommodation Process 	<ul style="list-style-type: none"> HR 	Jan. 1, 2016	X		

	<ul style="list-style-type: none"> Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation Consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform their job or generally available workplace information Develop a written process for developing documented Individual Accommodation Plans 		<ul style="list-style-type: none"> Prepare a communication strategy to communicate obligation to all employees Develop a written process for IAP 	<ul style="list-style-type: none"> HR HR 		<p>X</p> <p>X</p>		
	<p>s. 29 – Employees returning to work</p> <ul style="list-style-type: none"> Develop and implement a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work 	<ul style="list-style-type: none"> Develop a documented return-to-work (RTW) process in place Incorporate IAP in RTW process 	<ul style="list-style-type: none"> Establish a RTW process Incorporate IAP into RTW process Communicate RTW process to all employees 	<ul style="list-style-type: none"> HR HR HR 	<p>Jan. 1, 2016</p>	<p>X</p> <p>X</p> <p>X</p>		
	<p>s. 30, 31, 32 – Performance management, career development and redeployment</p> <ul style="list-style-type: none"> Take into account disability needs and accommodation plan when using performance management, career development and advancement, and when redeploying employees 	<ul style="list-style-type: none"> Prepare document outlining process to ensure IAP is involved during performance management, career development, and redeployment 	<ul style="list-style-type: none"> Develop process to address IAP during performance management, career development, and redeployment Develop communication strategy around AODA obligations 	<ul style="list-style-type: none"> HR HR 	<p>Jan. 1, 2016</p>	<p>X</p> <p>X</p>		