



## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

### Intent

This 2014 to 2021 accessibility plan outlines the policies and actions that First Onsite will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

### Statement of Commitment

First Onsite believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies		Compliance Deadline: January 2014
Current Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>Policies completed</li> <li>Available at all locations in Ontario</li> <li>Available to public via Company Website</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		
Responsible Authority:	Human Resources	Results:	Complete
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>		Compliance Deadline: January 2015
Current Barriers:	<ul style="list-style-type: none"> <li>None</li> </ul>		



<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Training provided via HR Downloads for all staff</li> <li>• Part of new hire orientation</li> <li>• Follow up as required</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete

<b>Information and Communications Standard</b>			
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<b>Accessibility Requirement:</b>	Feedback Process	<b>Compliance Deadline:</b>	January 2015
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Have available at all locations in Ontario</li> <li>• Available via Company Website</li> <li>• Point of contact available if there are any concerns</li> <li>• First Onsite will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.</li> <li>• In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, First Onsite will make the availability of accessible feedback formats publicly known.</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete

<b>Accessibility Requirement:</b>	Accessible formats and communication supports	<b>Compliance Deadline:</b>	January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation, based on individual needs</li> <li>• Based on information provided we will make all reasonable efforts to support individual need</li> <li>• Point of contact available if there are any concerns</li> </ul>		



	Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website at <a href="https://firstonsite.ca/accessibility-statement/">https://firstonsite.ca/accessibility-statement/</a>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Human Resources	Results:	Completed
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	January 2012
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Have available at all locations in Ontario</li> <li>• Point of contact available if there are any concerns</li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	Health & Safety	Results:	Complete
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	January 2021
Current Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Plan to Meet Requirements:	<ul style="list-style-type: none"> <li>• Conformance status is partially conformant &amp; we are continuing to work with IT to meet WAG 2.0 AA by the end of 2021.</li> <li>• Post all necessary documents on website for public access at <a href="https://firstonsite.ca/accessibility-statement/">https://firstonsite.ca/accessibility-statement/</a></li> </ul>		
Potential Future Barriers:	<ul style="list-style-type: none"> <li>• None</li> </ul>		
Responsible Authority:	HR & Marketing	Results:	In Progress

### Employment Standard

Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	January 2016
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<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• On all Ontario job postings we inform potential applicants that First Onsite will provide accommodations throughout the recruitment and selection process to applicants with disabilities.</li> <li>• Based on information provided we will make all reasonable efforts to support individual need</li> <li>• Point of contact available if there are any concerns</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete
<b>Accessibility Requirement:</b>	Informing employees of supports		<b>Compliance Deadline:</b> January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees of available support. Document posted to company website.</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete
<b>Accessibility Requirement:</b>	Accessible formats and communication supports for employees		<b>Compliance Deadline:</b> January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees</li> <li>• Based on information provided we will make all reasonable efforts to support individual needs</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete



<b>Accessibility Requirement:</b>	<b>Workplace emergency response information</b>		<b>Compliance Deadline:</b>	<b>January 2012</b>
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Have available at all locations in Ontario</li> <li>• Available via Company Website</li> <li>• Point of contact available if there are any concerns</li> <li>• Where required, First Onsite will create individual workplace emergency response information for employees with disabilities.</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>	<b>Health &amp; Safety</b>	<b>Results:</b>	<b>Complete</b>	
<b>Accessibility Requirement:</b>	<b>Documented individual accommodation plans</b>		<b>Compliance Deadline:</b>	<b>January 2016</b>
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation to establish plans and document as required based on individual needs</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Responsible Authority:</b>	<b>Human Resources</b>	<b>Results:</b>	<b>Complete</b>	
<b>Accessibility Requirement:</b>	<b>Return to work process</b>		<b>Compliance Deadline:</b>	<b>January 2016</b>
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• We have an established return to work program in place</li> </ul>			
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			



<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete
<b>Accessibility Requirement:</b>	Performance management process		<b>Compliance Deadline:</b> January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation</li> <li>• Establish plans and document as required based on individual needs</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees</li> <li>• </li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete
<b>Accessibility Requirement:</b>	Career development and advancement		<b>Compliance Deadline:</b> January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• Only available in one format</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation</li> </ul>		
<b>Potential Future Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete
<b>Accessibility Requirement:</b>	Redeployment		<b>Compliance Deadline:</b> January 2016
<b>Current Barriers:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>		
<b>Plan to Meet Requirements:</b>	<ul style="list-style-type: none"> <li>• Upon request will work with individuals who require accommodation</li> <li>• Developed documentation as part of the AODA – Integrated Accessibility Standards Regulation to inform all employees</li> </ul>		



<b>Potential Future Barriers:</b>	• None		
<b>Responsible Authority:</b>	Human Resources	<b>Results:</b>	Complete

## Review and Update

This document will be updated at least once every 5 years.

This document was created on November 2014 and must be reviewed and updated by December 2015.

This document was updated on December 2015. -SP

This document was updated on September 2, 2016 – SP

This document was updated on June 25, 2021 - SP