



Issue Date: January 1, 2014

Revision #: 4

Revision Date: June 14, 2021

Approved By: Tania Foreman

Accessibility Policy and Multi-year Accessibility Plan

This 2014 - 2021 accessibility plan outlines the policies and actions that KEI will put in place to improve opportunities for people with disabilities.

Statement of Commitment

KEI is committed to treating all people in a way that allows them to maintain their dignity, individuality and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility where possible, and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

KEI is committed to providing employees with disabilities with individualized emergency response information when necessary.

Training

KEI will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the position.

KEI will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- Incorporate AODA training into our orientation program.
- Adding AODA training to our regular training schedule by incorporating it with our existing Respectful Workplace training for all employees.
- Assessing whether certain positions require further training (those responsible for developing organization policies) and provide.
- Record dates of training provided.
- Include information about achieving accessibility in Ontario by 2025, and highlight the requirements of the three standards – information and communication, employment and transportation – as they apply to the organization

Kiosks

KEI will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014** by:

- Including this in the training for those who are responsible for developing policies.
- Considering kiosks when developing individual accommodation plans.

Information and Communications

KEI will consult with people with disabilities to determine their information and communication needs and will work with individuals, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text
- Braille format
- Communication support either in person or over the phone
- Documents provided via email.

KEI will take the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**:

- Forwarding requirements to website developer and IT department to ensure and confirm compliance.

KEI will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- Communicating on/through website, intranet, pamphlet at reception, orientation and training.

KEI will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- Communicate on website, pamphlet available at reception.

KEI will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **June 30, 2021** by:

- Forwarding requirements to IT department to ensure compliance.

Employment

KEI is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, KEI will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Adding information to website, job postings and employee handbook.

KEI will take the following steps to develop and put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- Develop process for documenting individual accommodation plans.
- Identify employees with known disabilities and document individual accommodation plans.
- Review RTW policy and procedure to ensure compliance with employment standards.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if KEI is using performance management, career development and redeployment processes.

- Incorporate into training for performance management.
- Identifying barriers portion added to informal correction.
- Review and update “work slowdown policy”

KEI will take the following steps to prevent and remove other accessibility barriers identified.

- Individual circumstances to be reviewed on a case by case basis.

For More Information

For more information on this accessibility plan, please contact Human Resources.

AODA Compliance Timeline	
January 1, 2013	All requirements under the Customer Service Standard
	Employment – Workplace Emergency Response
January 1, 2014	General – Accessibility Policy and Multi-year Accessibility Plan
	Self – serve kiosks
January 1, 2015	General – Training
	Information and Communication – Feedback Process
January, 2016	Employment - Recruitment
	Employment – Information for Employees
	Employment – Process to Accommodate Employees/RTW
	Employment – Performance management, career development and redeployment
	Information and Communication – Accessible formats and supports
January 1, 2021	Information and Communication – Accessible websites and content