

| DELIVERABLES | DEADLINE | STATUS |
|--|---|---|
| General: Establishing Accessibility Policies | | |
| a) Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements of the IAS. b) Statement of organizational commitment to meeting the accessibility needs of persons with disabilities in a timely manner. c) Prepare one or more written documents describing the policies and make the policies publicly available and provide them in an accessible format upon request. | January 1, 2014 | Complete |
| General: Accessibility Plans | | |
| a) Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet requirements of IAS. b) Post the accessibility plan on the website, and provide the plan in accessible format upon request. c) Review and update the accessibility plan at least once every five years. | January 1, 2014 | Complete and Ongoing (last completed in 2023) |
| General: Self Service Kiosks | | |
| a. Have regard to the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks. | January 1, 2014 | Complete |
| General: Training | | |
| a) Provide training on the requirements of the accessibility standards referred to in the IAS and the Human Rights Code as it pertains to persons with disabilities to: • All employees and volunteers • All persons who participate in developing the organization's policies • All other persons who provide goods, services or facilities on behalf of the organization b) The training required in subsection 1 is appropriate to the duties of employees, volunteers and other persons. c) Training is done as soon as practicable. d) Training is provided on changes to policies and on an ongoing basis. e) Training records are maintained for all training, including the date of training and the number of individuals in attendance. | January 1, 2015 | Complete and Ongoing |
| General: Compliance Reporting | | |
| a. Ensure the organization files online compliance reports in accordance with the Schedule established under IAS. | December 31, 2014 and every 3 years thereafter. | Complete and Ongoing |
| Information and Communications Standards: Feedback | | |
| a. Ensure the organization's processes for receiving and responding to feedback are accessible to person with disabilities by providing or arranging for accessible formats and communication supports upon request. b. Notify the public about the availability of accessible formats and communication supports | January 1, 2015 | Complete |
| Information and Communications Standards: Accessible Formats and Communication Supports | | |
| a. Upon request provide or arrange for accessible formats and communication supports for persons with disabilities. • Provide in a timely manner that takes into account the person's accessibility needs due to disability; and • Provide at a cost that is no more than the regular cost charged to other persons. b. Consult with the person making the request to determine the suitability of an accessible format or communication support. c. Notify the public about the availability of accessible formats and communication supports. d. When information is not convertible to accessible format upon request, an explanation and summary is provided. | January 1, 2016 | Complete |
| Information and Communications Standards: Emergency Procedure, Plan or Public Safety Information | | |
| a. Upon request provide in an accessible format or with appropriate communication supports, the organization's emergency procedures, plans or public safety information that it makes available to the public. | January 1, 2012 | |
| Information and Communications Standards: Accessible Websites and Web Content | | |
| a. Ensure the websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0: • Level A • Level AA | January 1, 2014 (Level A) January 1, 2021 (Level AA) | Complete |
| Employment Standards: Recruitment, General | | |
| a. Notify employees and the public about the availability of accommodations for applicants with disabilities in organization's recruitment process. | January 1, 2016 | Complete |
| Employment Standards: Recruitment, Assessment, or Selection Process | | |
| a. During recruitment process, notify job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. b. If the selected applicant requests accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs. | January 1, 2016 | Complete |
| Employment Standards: Notice to Successful Applicants | | |
| a. When making offers of employment, notify the successful applicant of the organization's policies for accommodating employees with disabilities. | January 1, 2016 | Complete |
| Employment Standards: Informing Employees of Supports | | |
| a. Inform employees of the organization's policies used to support employees with disabilities. b. Provide the above information as soon as practicable after the employee begins employment. c. Provide updated information to employees whenever there is a material change to existing policies on the provision of job accommodations. | January 1, 2016 | Complete |
| Employment Standards: Accessible Formats and Communication Supports for Employees | | |
| a. Upon request, consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform employees job and information generally available to employees in the workplace | January 1, 2016 | Complete |

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| Employment Standards: Workplace Emergency Response Information | | |
| <p>a. Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>b. If the employee provides consent, provide the employee's individualized workplace emergency response information to another person designated by the employer to provide assistance to the employee.</p> <p>c. Review the individualized workplace emergency response information when:</p> <ul style="list-style-type: none"> • The employee moves to a different work location; • The employee's overall accommodation needs or plans are reviewed; and • When the employer reviews its general emergency response information. | January 1, 2012 | Complete |
| Employment Standards: Documented Individual Accommodation Plans | | |
| <p>a. Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that includes all of the considerations set out in section 28(2) and (3) of the IAS.</p> | January 1, 2016 | Complete |
| Employment Standards: Return to Work Process | | |
| <p>a. Develop and have a documented a return to work process employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.</p> <p>b. Ensure the return to work process outlines that it will take to facilitate the employee's return to work and that it uses documented individual accommodation plans, if any.</p> | January 1, 2016 | Complete |
| Employment Standards: Performance Management | | |
| <p>a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying performance management.</p> | January 1, 2016 | Complete |
| Employment Standards: Career Development and Advancement | | |
| <p>a. Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to employees with disabilities.</p> | January 1, 2016 | Complete |
| Employment Standards: Redeployment | | |
| <p>a. Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> | January 1, 2017 | Complete |
| Design of Public Spaces Standards: Redeployment | | |
| <p>a. Ensure that construction and/or redevelopment of public spaces covered by the IAS complies with applicable accessibility requirements.</p> | January 1, 2017 | Complete |
| Design of Public Spaces Standards: Accessible Off-Street Parking | | |
| <p>a. Ensure when constructing new or redeveloping off-street parking facilities that it intends to maintain, the applicable off-street parking facilities shall meet the requirements set out in Sections 80.32 through 80.38 of the IASR.</p> | January 1, 2017 | Complete |
| Design of Public Spaces Standards: Exterior Paths of Travel | | |
| <p>a. Ensure when constructing all applicable new or redeveloped paths of travel (e.g., external walkways) that are not regulated by the Ontario Building Code, Verve ensures that they meet the requirements as set out in Sections 80.1 through 80.5 and 80.23 through 80.31 of the IASR.</p> | January 1, 2017 | Complete |
| Design of Public Spaces Standards: Maintenance | | |
| <p>a. Ensures to establish procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under the Accessibility Standards for the Build Environment. This will include temporary service disruptions when accessible elements under the IASR are not in working order.</p> | January 1, 2017 | Complete |