



AODA Multi Year Accessibility Plan

2022 – 2027

Accessibility for Ontarians with Disabilities Act
(AODA) S.O. 2005, CHAPTER 11

Newterra Multi-Year Accessibility Plan

Last Review and Update: December 2023 (minimum requirement every 5 years)

Newterra Multi-Year Accessibility Plan (MYAP)

Introduction:

Newterra is committed to creating an inclusive and accessible environment for all employees, customers, and visitors. This Multi-Year Accessibility Plan (MYAP) outlines our strategies and objectives for achieving and maintaining accessibility in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and its 2023 requirements.

Objective:

The objective of this MYAP is to identify, prevent, and remove barriers to accessibility and to ensure that all aspects of Newterra's operations meet or exceed the accessibility standards outlined in AODA.

Scope:

This MYAP covers all aspects of [Your Company Name]'s operations, including but not limited to:

- Employment practices
- Customer service
- Information and communication
- Built environment.

Key Strategies:

1. Leadership and Accountability:

- Newterra will designate an Accessibility Coordinator responsible for overseeing and implementing accessibility initiatives.
- The Accessibility Coordinator will report to [Specify Senior Management Position] to ensure accountability at the highest level.

2. Accessibility Policy and Statement of Commitment:

- Newterra will develop and maintain an Accessibility Policy and Statement of Commitment, outlining our dedication to accessibility and compliance with AODA.

3. Training and Education:

- Newterra will provide regular accessibility training to all employees, including new hires, contractors, and volunteers.
- Training materials will be made available in accessible formats.

4. Accessible Communication:

- Newterra will ensure that all information and communication, including websites and digital content, are accessible to individuals with disabilities.
- Procedures for providing accessible formats and communication supports will be established.

5. Built Environment:

- Newterra will identify and remove physical barriers in our facilities and ensure that any new construction or renovations comply with accessibility standards.

Implementation Timeline:

General Requirements (O. Reg. 191/11)					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
3	Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies that address the achievement of accessibility under the Regulation.	Jan. 1, 2014	Draft policies	Completed
				Create an AODA Policy	Completed
4	Multi-year accessibility plan	Develop, implement and maintain a multi-year plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation Post the plan in a visible place on the premises. Provide the plan in an accessible format upon request. Review and update the accessibility plan at least once every five years	Jan. 1, 2014	Identify barriers with the use of internal accessibility assessment and develop a plan.	Completed
				Publish a multi-year plan on the premises.	Completed
				HR department will review plan at least once every five years and update where needed.	Completed
7	Training	Obligated organizations shall ensure that training is provided for the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities	Jan. 1, 2015	Determine a training method, content and the intensity of training required. Training dates will be recorded and the number of individuals to whom provided Training will be provided when there are changes to accessibility policies	Complete and Ongoing
Customer Service Standard (O. Reg. 429/07)					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
3	Policies, practices, procedures	Establish policies, practices, and procedures on providing goods and services to persons	Jan. 1, 2012	Accessibility Policy developed to meet requirements.	Complete

		with disabilities per principles set out in regulation. Create a document describing policies, procedures and practices; provide upon request in alternative format.		All employees to be trained on the policy. Load policy to Business Management System.	Complete Complete
3 (4)	Communication with disabled persons	Must communicate with a person with a disability in a manner that takes into account their disability.	Jan. 1, 2012	Include in Accessibility Policy. Include in Accessibility training.	Complete Complete
4	Use of service animals and support persons	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.	Jan. 1, 2012	Include a commitment statement in Accessibility Policy. Advise employees of internal contact if questions arise.	Complete Complete
5	Notice of temporary disruptions	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	Jan. 1, 2012	Include in Accessibility Policy. Include policy on the Business Management System and train our teams.	Complete
6	Training for employees	Provide training to: employees, agents, volunteers who deal with the public, everyone who participates in developing policies, practices and procedures governing providing goods and services to public or others	Jan. 1, 2012	Incorporate into Accessibility Policy. Ensure employees are trained and keep training records. Provide training on an on-going basis to reflect any changes to policies, practices and procedures	Complete Complete Ongoing

7	Feedback process	Establish process for receiving and responding to feedback; make information about process publicly available. Create a document describing process; provide upon request	Jan. 1, 2012	Establish process in Accessibility Policy. Let customers know of our feedback process via the Visitor H&S review.	Complete Complete
8	Notice of availability of documents	Notify customers that the documents covered by this regulation are available upon request, by posting conspicuously on premises, website or other reasonable method	Jan. 1, 2012	Include a statement in all policies outlining that alternative formats are available. Include this statement on customer promotional documentation as created going forward.	Complete Ongoing
9	Format of documents	Alternative formats of documents covered by this regulation (provided to customers) must take into account person's disability.	Jan. 1, 2012	Upon request, all documents will be made available in an alternative and accessible format.	Ongoing
Information and Communication Standard (O. Reg. 191/11 Part II)					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
11	Feedback	Ensure processes for receiving and responding to feedback are accessible to persons with disabilities upon request	Jan. 1, 2015	Include process in Accessibility Policy. Ensure staff and management are aware of the need to accommodate persons with disabilities upon request through training (hrDownloads AODA module). Requests to be directed to the HR Department. Update visitor H&S document to reflect that should they have feedback with respect to our	Complete Complete and Ongoing Complete Complete

				services provided to customers with disabilities they should contact our Human Resources department.	
12	Accessible Formats & Communication Supports	<p>Provide or arrange for the provisions of accessible formats and communication to support persons with disabilities in a timely manner that takes into account the person's accessibility due to disability consult with the person making the request to determine the suitability of an accessible format or communication support</p> <p>Notify the public about the availability of accessible formats and communication supports</p>	Jan. 1, 2016	<p>Implement AODA policy Determine that we will provide accessible formats and communication to support the needs of persons with disabilities</p> <p>Ensure that all staff and management are aware of the need to accommodate the needs of persons with disabilities upon request through training (hrDownloads module)</p> <p>Requests to be directed to the HR Department</p>	Complete and Ongoing
13	Emergency procedures plans	<p>Assess the existing building emergency response plan and procedures</p> <p>Update the workplace emergency response plan and procedures to take into account the needs of people with disabilities and the accessible formats in emergency planning</p>	Jan. 1, 2012	Update the Fire and Emergency Evacuation Plan procedure EHS-PRO-4.4.7.1 and the Visitor H&S document to indicate that accessible format and/or communication supports available upon request.	Complete
14	Accessible websites and web contents	Ensure websites and web content conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA	<p>Jan. 1, 2014 website and web content</p> <p>Jan. 1, 2021 (WCAG 2.0 level AA)</p>	<p>Develop a website in accordance with the requirements.</p> <p>Launch website</p> <p>Monitor website accessibility and compliance within guidelines and law</p>	Complete

Employment Standard (O. Reg. 191/11 Part III)					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
22	Recruitment	Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process	Jan. 1, 2016	Include a statement on internal/external job posting. Ensure management is aware of the need to accommodate persons with disabilities upon request through training	Complete
23	Recruitment, Assessment or Selection Process	Notify interview candidates, that accommodations are available upon request in relation to the materials or processes to be used If a candidate requests an accommodation, consult with them and provide or arrange for the provision of a suitable accommodation in a manner that takes into account their accessibility needs due to disability	Jan. 1, 2016	Include statement in job advert on the availability of accommodation to persons with disabilities Identify barriers: location for interviews, interviewing time lines, supports, paperwork etc.	Complete Complete and Ongoing
24	Notice to successful applicants	When making offers of employment, notify the successful applicant of its policies for accommodation of employees with disabilities	Jan. 1, 2016	Include a statement in the offer letter Update recruitment policy to include accommodation	Complete Complete
25	Support information for employees	Inform its employees of policies used to support its employees with disabilities, including, but not limited to any provisions of job accommodation that take into account an employee's accessibility needs due to a disability Provide the information under this section to new employees as soon as practical after they have started their employment	Jan. 1, 2016	Circulate policy and include in training of staff New hires trained to the policy As policies change, update any information provided to employees	Complete and Ongoing
26	Accessible formats & communication supports for employees	Upon request by an employee with a disability, consult with the employee making the request	Jan. 1, 2016	Include accommodation statement in relevant policies	Complete

				Inform employees that requests are to be discussed with the HR Department	
28	Documented Individual Accommodation Plans	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Jan. 1, 2016	Develop a policy to accommodate individuals who have disabilities	Completed
29	Return to Work Process	Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work	Jan. 1, 2016	Develop a policy to accommodate individuals who have disabilities Develop an accommodation plan template	Complete Complete
30	Performance Management	In relation to performance management processes take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans,	Jan. 1, 2016	Include accommodation in all performance related policies	Complete
31	Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	Jan. 1, 2016	Include accommodation in all related policies	Complete

Transportation Standard (O. Reg. 191/11 Part IV)

This standard does not apply to Newterra

Built Environment Standard (O. Reg. 191/11 Part IV.1)

Newterra is committed to greater accessibility in, out of, and around the building we use.

When required by law, Newterra will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

6. Progress Reporting:

- Progress towards meeting the objectives outlined in this MYAP will be reviewed [Specify Review Frequency].
- Newterra will maintain records of accessibility initiatives and their outcomes.

7. Review and Update:

- This MYAP will be reviewed and updated as necessary to reflect changes in AODA regulations, the needs of employees and customers, and Newterra's evolving accessibility priorities.

8. Contact Information:

- For inquiries or information related to this Multi-Year Accessibility Plan, please contact hr@newterra.com.