



ACCESSIBILITY PLAN

INTEGRATED ACCESSIBILITY STANDARD

Viola Alliance is committed to meeting the accessibility needs of individuals with disabilities in a timely manner. In order to meet this goal and to comply with the requirements as defined for ‘large organizations’ under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and the Integrated Accessibility Standard under Ontario Regulation 191/11, Viola Alliance has developed the following multi-year accessibility plan. This plan will be reviewed every five years or as required.

General Requirements

Legislative requirement	Required Action	Implementation Status	Target Date	Completion Date
Establishment of Accessibility Policies and Plans	Viola Alliance must create written policies pertaining to meeting the requirements under the Integrated Accessibility Standard. The policies must include a statement of commitment. Viola Alliance must ensure that the policies are available to the public and in an accessible format upon request.	Accessibility Policies can be found in Section 16 of the HSMS.- Completed Accessibility Policies and Plan to be posted on https://www.violaalliance.com/ - Ongoing	June 30, 2024	
Development of an Accessibility Plan	Viola Alliance must create a multiyear accessibility plan that must be reviewed at least once every five years. Viola Alliance must post the plan on Viola Alliance website and make it available in an accessible format upon request.	The Accessibility Plan is currently in the process of being posted on Viola Alliance website. - Ongoing	June 30, 2024	
Self-Serve Kiosks	Viola Alliance does not currently design, procure or acquire any self-service kiosks.		n/a	
Training	Viola Alliance will provide training to all employees who deal with the public, including those who are involved in the development and approval of company policies.	Training will be provided within 3 months after new employees commence their duties. -	-	January 1, 2019



	<p>Training will include the following:</p> <ul style="list-style-type: none"> - The purposes of the AODA and the applicable requirements under the Integrated Accessibility Standards Regulation; - Viola Alliance’s plan to provide accessible customer service; - How to interact and communicate with people with various types of disabilities; - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person; - How to use the equipment or devices available on the premises or otherwise that may help with the provision of goods or services to people with disabilities; - What to do if a person with a disability is having difficulty accessing Viola Alliance’s goods and services; - Customer service policies, practices and procedures. <p>Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.</p> <p>Staff will also be trained on an ongoing basis when changes are made to these policies, practices, and procedures.</p> <p>Records of the dates on which training was completed and the individuals who completed the training will be maintained.</p>	<i>Completed</i>		
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Information and Communication Standard

Legislative requirement	Required Action	Implementation Status	Target Date	Completion Date
Feedback	Viola Alliance must ensure that its feedback process is accessible to people with disabilities by providing accessible formats and communication support upon request.	PDF and Word versions of the feedback form and/ or online fillable form will be available on Viola Alliance.ca. - <i>Ongoing</i>	June 30, 2024	



Accessible formats and communication supports	Viola Alliance must provide accessible formats and communication support to individuals with disabilities when requested at no additional cost.	Accessible formats and Communication Supports for persons with disabilities will be provided, upon request, taking into account the individual's accessibility needs due to disability. - Completed	-	January 1, 2020
Emergency Procedures, Plans and Public Safety Information	Viola Alliance must provide any emergency procedures, plans or public safety information that is made available to the public in an accessible format upon request.	Viola Alliance provides information on emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports as soon as practicable when requested. - Completed	-	January 1, 2019
Accessible Websites and Web Content	All new internet websites and corresponding content must comply with the WCAG 2.0 Level A by January 1, 2014. All internet websites and web content must conform with WCAG 2.0 Level AA, other than (a) success criteria 1.2.4 Captions (Live), and (b) success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021.	Review WCAG 2.10 AA standard and the requirement. Website under development - Ongoing	June 30, 2024	

Employment Standard

Legislative requirement	Required Action	Implementation Status	Target Date	Completion Date
General Recruitment	Viola Alliance must notify current employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Accommodation information included in all internal and external job postings. - Completed	-	January 1, 2020
Recruitment, Assessment or Selection process	Job applicants that are individually chosen to participate in the selection process must be notified that accommodations are available. If an accommodation is requested, Viola Alliance must consult with the	Viola Alliance will notify its employees and the public about the availability of accommodation	-	January 1, 2020



	applicant when determining a suitable accommodation.	for applicants with disabilities in its recruitment process. When an individual is selected to participate in an assessment or selection process, Viola Alliance will notify them that accommodation in relation to the materials or processes to be used are available upon request. If a selected applicant requests an accommodation, Viola Alliance will consult with the applicant and provide a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. - Completed		
Notice to successful applicants	Viola Alliance must notify successful job applicants about its policies related to the accommodation of employees with disabilities.	When making offers of employment, Viola Alliance will reaffirm the successful applicant of its policies for accommodating employees with disabilities. - Completed	-	January 1, 2020
Informing Employees of Supports	Employees of Viola Alliance must be informed of policies used to support employees with disabilities, including policies related to job accommodation for employees with disabilities. This information must be provided as soon as practicable to new employees. When changes are made to current policies related to job accommodation, updated information must be provided to employees.	Viola Alliance will inform its employees of its policies used to support its employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. - Ongoing	-	January 1, 2020



<p>Accessible Formats and Communication Supports for Employees</p>	<p>Viola Alliance must provide accessible formats and communication supports to an employee with a disability for:</p> <ul style="list-style-type: none"> a) information that is needed in order to perform the employee’s job; and b) information that is generally available to employees in the workplace. <p>Viola Alliance must consult with the employee when determining the suitable format or communication support.</p>	<p>When requested, Viola Alliance will consult with the employee to provide or arrange for the provision of Accessible Formats and Communication Supports to an employee with a disability where such is needed in relation to Information that is either necessary for the employee to perform the employee’s job or generally available to employees in the workplace. - Ongoing</p>	<p>-</p>	<p>January 1, 2020</p>
<p>Workplace Emergency Response Information</p>	<p>Individualized workplace emergency response information must be provided to employees with disabilities where the disability is such that the individualized information is necessary and Viola Alliance is aware of the need for accommodation due to the employee’s disability.</p>	<p>Individualized workplace emergency response information will be provided to employees with disabilities where the disability is such that the individual requires assistance. - Completed</p>	<p>-</p>	<p>January 1, 2019</p>
<p>Individualized Accommodation Plan</p>	<p>Viola Alliance must prepare a written procedure for the development of individualized accommodation plans for employees with disabilities.</p>	<p>Viola Alliance will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities based on their Functional Abilities Form where required. Employees with disabilities will be provided with individualized accommodation plans. - Completed</p>	<p>-</p>	<p>January 1, 2019</p>
<p>Return to Work</p>	<p>Viola Alliance must have in place a documented return to work process for employees absent due to disability who require disability-related</p>	<p>Viola Alliance has a Return to work policy to include AODA</p>	<p>-</p>	<p>January 1, 2019</p>

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Process	accommodation for returning to work. The process must outline the steps Viola Alliance will take to facilitate the return to work process and incorporate individualized accommodation plans.	requirements. - Completed		
Career Development and Advancement	Viola Alliance must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place when considering career development opportunities.	Viola Alliance will take into account the accessibility needs of its employees with disabilities, including individual accommodation plans, when providing Career Development/Advancement to its employees with disabilities. - Completed	-	January 1, 2019
Redeployment	Viola Alliance must take into account the accessibility needs of employees with disabilities as well as any individualized accommodation plan in place during the redeployment process.	Viola Alliance will take into account the accessibility needs of its employees with disabilities, including individual accommodation plans, when there is to be a Redeployment of an employee with a disability. - Completed	-	January 1, 2019