

Accessibility Statement and Multi-Year Accessibility Plan 2014-2021 - Ontario, Canada

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Table of Contents

1. Introduction and Purpose.....	4
2. Scope and Applicability	4
3. Policy Statement of Organizational Commitment	4
4. Hatch Accessibility Plan and Policy Principles.....	4
4.1 Accessible Emergency Information.....	4
4.2 Training	5
4.3 Information and Communication	5
4.4 Employment	5
4.5 Design of Public Spaces (Built Environment)	6
4.6 For More Information	6
5. Responsibilities	6
5.1 Hatch	6
5.2 Human Resources	6
5.3 Hatch Accessibility Committee (HAC).....	6
6. Reference Documents.....	7

1. Introduction and Purpose

Hatch is committed to supporting the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). The goal of the AODA is to make Ontario fully accessible to persons with disabilities by 2025.

This document outlines Hatch's strategy to improve accessibility for people with disabilities by way of a progressive plan of activities that forecast implementation of the IASRs by 2021, as required by the AODA. The multi-year AODA Accessibility Plan will be reviewed and updated on a regular basis to reflect progress made towards compliance.

The following standards and regulation form the basis of the AODA that have and will be implemented across Ontario in stages between 2012 and 2021:

- Customer Service Standard
- IASR:
 - ◆ Employment
 - ◆ Information and Communication Systems
 - ◆ Transportation
- Built Environment Standard

2. Scope and Applicability

This policy statement and plan applies to all current Hatch employees and contractors in Ontario, Canada who conduct business with others on behalf of Hatch.

3. Policy Statement of Organizational Commitment

Hatch is committed to treating all people in a way that allows them to maintain their dignity 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 and meeting accessibility requirements under the AODA.

4. Hatch Accessibility Plan and Policy Principles

This 2014-2021 Accessibility Plan outlines the policy principles and actions that Hatch will put in place to improve opportunities for people with disabilities.

4.1 Accessible Emergency Information

Hatch is committed to providing its clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when requested.

4.2 Training

Hatch will provide training to employees and contractors conducting business on behalf of Hatch 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 employees and contractors.

By **January 1, 2015**, Hatch will take the following steps to ensure employees and contractors are provided with the training needed to meet Ontario's accessible laws.

- Develop a training plan and appropriate training material;
- Incorporate the training into the new hire onboarding process for Ontario offices in conjunction with the existing AODA Customer Service Standard training; and
- Maintain training records by Human Resources.

4.3 Information and Communication

Hatch is committed to meeting the communication needs of people with disabilities. Hatch has taken or will take the following steps accordingly.

- New websites and content on those sites conform with WCAG 2.0, Level A;
- By **January 2015**, Hatch will ensure existing feedback processes are accessible to people with disabilities upon request, by:
 - ◆ continuing to monitor the existing AODA feedback email box and telephone messages; and
 - ◆ AODA committee representatives will respond to valid accessibility concerns within a reasonable time-frame.
- By **January 2016**, Hatch will ensure all publicly available information is made accessible upon request, by:
 - ◆ consulting with the individual making the request for accessible formats and/or communication supports.
- By **January 1, 2021**, Hatch will make website and content conform with WCAG 2.0 Level AA.

4.4 Employment

Hatch is committed to fair and accessible employment practices. Hatch has taken or will take the following steps accordingly.

- Hatch has put in place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to disabilities by:
 - ◆ engaging a disability case management firm to assist with the administration and coordination of required accommodation and documented return to work plans; and
 - ◆ consulting with the employee in order to provide the accessible formats and communication supports required to do their jobs effectively.

- By **January 1, 2016**, Hatch will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by:
 - ◆ regularly reviewing the recruitment process and enhancing accessibility of the job application process;
 - ◆ if the selected applicant requests an accommodation, Hatch shall consult with the applicant and provide or arrange for the provision of a suitable and reasonable accommodation that takes into account the applicant's disability; and
 - ◆ as part of Hatch's onboarding process in Ontario, successful applicants/new hires and existing staff will be informed of the company policies and procedures regarding accessibility from HR or Hatch's intranet site policy page.
- By **January 1, 2016**, Hatch will ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development or redeployment by:
 - ◆ reviewing policies and updating documents to ensure accessibility requirements are incorporated, as required.

4.5 **Design of Public Spaces (Built Environment)**

Whenever applicable, Hatch will meet the Accessibility Standards in accordance with the Built Environment Standard schedule for Ontario.

4.6 **For More Information**

For more information on this Accessibility Plan or to request this plan in an alternate format, please contact the HR Manager, Central North America, Phone: (905) 855-7600.

5. **Responsibilities**

5.1 **Hatch**

Hatch, including all employees and contractors are responsible for ensuring compliance with the AODA, IASR.

5.2 **Human Resources**

Human Resources are responsible for:

- composing the required accessibility policies and plans; and
- supporting the business by coordinating training on the IASR, as needed.

5.3 **Hatch Accessibility Committee (HAC)**

The HAC are responsible for:

- communicating the requirements of the IASR to the business;
- monitoring the progress of legislative requirements in order to ensure compliance; and
- reporting in accordance with compliance requirements.

6. Reference Documents

The following documents are reference material to this policy, and are provided to further define and support its requirements.

Document Identification	Document Title
	Ontario Government Website
	A Guide to the Integrated Accessibility Standards Regulation July 2012
	Accessibility Compliance Wizard
	Ontario Regulation O. Reg. 191/11