



## Accessibility at Deloitte

Accessibility for Ontarians with  
Disabilities Act (AODA) Multi-  
year plan



# AODA Multi-year plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) <i>Multi-year plan for the Integrated Accessibility Standards</i>				
Compliance date	Initiative	AODA description	Deloitte action	Status
January 1, 2014	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> <li>Update current Accessibility policy</li> <li>Publish</li> </ul>	Complete
	Accessibility Plans	4.(1) Large organizations shall, <ol style="list-style-type: none"> <li>establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</li> <li>post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>review and update the accessibility plan at least once every five years.</li> </ol>	<ul style="list-style-type: none"> <li>Draft multi-year plan</li> <li>Post to Deloitte website</li> <li>Create/implement a review cycle</li> </ul>	Complete

	<p>Accessible Websites &amp; Web Content</p>	<p>14.(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<ul style="list-style-type: none"> <li>• Build WCAG 2.0 Level A guidelines into Deloitte design standards</li> <li>• Determine web initiatives with 2014+ launch to ensure they are conform with WCAG 2.0 Level A guidelines</li> </ul>	<p>Complete</p>
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January 1,  
2015

Training

7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- a) all employees, and volunteers;
- b) all persons who participate in developing the organization's policies; and
- c) all other persons who provide goods, services or facilities on behalf of the organization.

- Develop training to cover AODA and the Ontario Human Rights Code as it pertains to people with disabilities
- The training is customized to different employee types

Complete

January 1,  
2015

Feedback

11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.

- Client feedback processes are accessible to persons with disabilities, upon request

Complete

January 1,  
2016

Accessible  
Formats &  
Communication  
Supports

12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.

12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.

12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.

- All requests are provided in an accessible format, in a timely manner at a cost that is no more than the regular cost.
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- The person making the request shall be consulted.

The public is notified about the availability of accessible formats and communication supports.

Complete

Recruitment Job Postings	<p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<ul style="list-style-type: none"> <li>• In job postings indicate that job and workplace accommodations are available upon request</li> </ul>	Complete
Recruitment, Assessment or Selection Process	<p>23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually 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.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall 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 due to disability.</p>	<ul style="list-style-type: none"> <li>• Recruiters to offer accommodation support to candidates being selected for interview</li> <li>• Provide guidance for recruiters who will respond to accommodation requests</li> </ul>	Complete
Notice to Successful Applicants	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> <li>• Draft accommodation language to be inserted into offer package</li> <li>• Provide guidance to TA's who will respond to accommodation requests</li> </ul>	Complete
Informing Employees of Supports	<p>25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this</p>	<ul style="list-style-type: none"> <li>• Include accommodation information on intranet and in new hire orientation</li> </ul>	Complete



		<p>section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>		
<p>January 1, 2016</p>	<p>Accessible Formats &amp; Communication Supports for Employees</p>	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <ul style="list-style-type: none"> <li>a) information that is needed in order to perform the employee’s job; and</li> <li>b) information that is generally available to employees in the workplace.</li> </ul> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> <li>• TBD</li> </ul>	<p>Complete</p>
	<p>Documented Individual Accommodation Plans</p>	<p>28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> <li>a) The manner in which an employee requesting</li> </ul>	<ul style="list-style-type: none"> <li>• Put a process in place with the required elements</li> </ul>	<p>Complete</p>



accommodation can participate in the development of the individual accommodation plan.

- b) The means by which the employee is assessed on an individual basis.
- c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
- d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the employee's personal.
- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

January 1,  
2016

Performance  
Management

30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as

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Complete

		well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
	Career Development & Advancement	31.(1) 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.	•	Complete
	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	•	Complete

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