



Accessibility for Ontarians with Disabilities Act (AODA), 2005

INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan 2021

[O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS \(ontario.ca\)](http://O.Reg.191/11:INTEGRATEDACCESSIBILITYSTANDARDS(ontario.ca))

Part I – General Requirements

AODA Regulations				Alpha Labs Action Plan	
Sections	Initiative	Regulation Definition	Compliance Date	Action Item	MRP/ Status
3	Establishment of accessibility policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	November 02, 2021	Review and update QMS documents as necessary reflected by the sections below.	QM Closed/ Ongoing
		(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	September 9, 2021	Created and implemented: <i>Alpha Accessibility</i>	QM Closed
		(3) Every obligated organization, other than a small organization, shall, (a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format.	November 02, 2021 December 31, 2021	All accessibility documents reviewed and updated accordingly – PPTM (ACSP) <i>Accessible Customer Service Plan</i> Documents posted and available in the main lab site and on the website	QM/ Closed I.T. Closed
4	Accessibility plans	(1) Large organizations shall, (a) 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.	October 13, 2021 December 2021 begins	Create an Accessibility/AODA Committee and Terms of Reference to meet/exceed AODA, 2005 compliance Inaugural Accessibility (AODA) Committee December 14, 2021	QM/ Closed QM/ Ongoing
		(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and	December 31, 2021	Document posted and available in the main lab site and on the website	I.T. Closed
		(c) review and update the accessibility plan at least once every five years.	December 31, 2026	Accessibility/AODA Committee reviews plan annually and updates at minimum every 5 years as per the AODA ToR	QM/ Ongoing
7	Training	(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 persons who are an employee of, or a volunteer with, the organization; (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.	November 7, 2021	AODA & Accessibility are an important component of annual training and written evaluation for all staff (classroom and/or eLearning formats); All new staff participate in online module for AODA education (<2 weeks)	QM/ Ongoing



Part II – Information and Communication Standards

AODA Regulations				Alpha Labs Action Plan	
Sections	Initiative	Regulation Definition	Compliance Date	Action Item	MRP/ Status
11	Feedback	(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 the provision of accessible formats and communications supports, upon request.	December 31, 2021	Accessibility/AODA Committee to: <ul style="list-style-type: none"> Meet 4 times per year Review Accessible Customer Service Policy; Evaluate which accessible formats and communications supports will be made available upon request. 	QM Ongoing
		(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.	December 31, 2021	www.alphalabs.ca will provide notice to the public. Accessible Customer Service Policy on webpage.	I.T. Closed
12	Accessible formats and communication support	(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.	December 31, 2021	Accessibility/AODA Committee to: <ul style="list-style-type: none"> Review Accessible Customer Service Policy; Evaluate which accessible formats and communications supports will be made available upon request. 	QM/ Ongoing
		(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	December 31, 2021	Accessible Customer Service Policy is presented at www.alphalabs.ca and Alpha Accessibility shall consider all accommodation requests	Alpha Accessibility/ Ongoing
		(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	December 31, 2021	Accessible Customer Service Policy is presented at www.alphalabs.ca , other formats shall be considered at request	QM/I.T. Closed
13	Emergency procedure, plans or public safety information	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	November 02, 2021	The Accessible Customer Service Policy provides direction for the application of any emergency procedures and/or plans vis-à-vis accessibility	QM/ AODA Committee/ Ongoing
14	Accessible websites & web content	(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.	December 31, 2021	www.alphalabs.ca compatible	I.T. Ongoing



Part III – Employment Standard

AODA Regulations				Alpha Labs Action Plan	
Sections	Initiative	Regulation Definition	Compliance Date	Action Item	Status
22	Recruitment, general	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	July 5, 2021	A statement of accommodation is a prominent component of all job/career postings internally and externally. See Accessible Customer Service Policy.	HR/ Closed
23	Recruitment, assessment or selection process	(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. (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.	November 02, 2021	Alpha Labs will consult with an applicant who requests an accommodation and will provide/consider a suitable accommodation. See Accessible Customer Service Policy.	HR/ Ongoing
24	Notice to successful applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	November 02, 2021	The Accessible Customer Service Policy is provided with any/all Letters of Offer to successful applicants	HR/ Ongoing
25	Informing employees of supports	(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.	November 02, 2021	Alpha Health Group – Staff Handbook to provide this information The Staff Handbook is given to each new hire as part of job offer procedures/onboarding of new staff Any/all policy updates are provided to all staff as an Action Item in our Paradigm QMS See Accessible Customer Service Policy.	QM/ Ongoing
		(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.			
		(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.			
26	Accessible formats and communication supports for employees	(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, (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.	November 02, 2021	Alpha shall notify staff about the availability of accessible formats and communications supports in the Alpha Health Group Staff Handbook The employer will communicate directly to staff with disabilities when any request for accommodation is received. <ul style="list-style-type: none"> Any multi-faceted accommodation plan with any staff member shall be developed congruently with the AODA section 28. 	QM/ Ongoing
		(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	November 02, 2021	To provide a receptive environment to engage staff with their requests for feasibility	HR/ Ongoing



27	Workplace emergency response information	(1) Every employer shall 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.	November 02, 2021	As part of the on-boarding of new employees, a personalized plan shall be developed, when requested. See Alpha Labs' Safety Committee and Accessibility (AODA) Committee work together to prepare any applicable facility emergency procedures and/or plans that may affect the public and/or staff.	QM/ Ongoing
		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	November 02, 2021	A personal assistance plan shall be customized with the staff being accommodated	HR/EVP/ Ongoing
		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.			
		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	November 02, 2021	The personal assistance plan will be customized with the staff being accommodated due to their needs to a particular location or department. If a staff member is relocated, the plan will be updated.	QM/ Ongoing
28	Documented individual accommodation plans	(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.	November 02, 2021	Alpha shall notify staff about the availability of accessible formats and communications supports in the Alpha Health Group Staff Handbook See Accessible Customer Service Policy. The employer will communicate directly to staff with disabilities when any request for accommodation is received. <ul style="list-style-type: none"> Any multi-faceted accommodation plan with any staff member shall be developed congruently with the AODA section 28. 	HR/EVP/ Ongoing
		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: <ol style="list-style-type: none"> The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. 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. 4. 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. The steps taken to protect the privacy of the employee's personal information. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. If an individual accommodation plan January 1, 2016 Develop and update current process Reviewing current process is denied, the manner in which the reasons for the denial will be provided to the employee. 	November 02, 2021		



		8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.			
29	Return to work process	29.(1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process. (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	November 02, 2021	The employer shall develop a Return To Work (RTW), disability-related accommodation plan with any applicable staff member congruent to the AODA section 28. See Accessible Customer Service Policy.	HR/EVP/ Ongoing As Applicable
30	Performance management	(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	November 02, 2021	We will integrate any customized, staff accommodation plans with our current performance management tools, as applicable. See Accessible Customer Service Policy.	HR/EVP/ Ongoing
31	Career development and advancement	(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.	November 02, 2021	All Alpha Laboratories Inc. staff shall participate in career development and advancement opportunities, as applicable. See Accessible Customer Service Policy.	HR/EVP/ Ongoing
32	Redeployment	(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.	November 02, 2021	We will integrate any customized, staff accommodation plans with any/all staff assignments, as applicable. See Accessible Customer Service Policy.	HR/EVP/ Ongoing