

Multi- Year Accessibility Policy and Plan

This 2014-2021 accessibility plan outlines the policies and actions that Traffix will put in place to improve opportunities for people with disabilities. This multi-year plan will be updated annually to reflect our updated accomplishments in improving our services for those with disabilities and in maintaining compliance with the IASR.

Statement of Commitment

Traffix 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 Accessibility for Ontarians with Disabilities Act.

Requirement:	Action(s)	Status	Compliance Date
Customer Service Standard			
<p>Traffix is committed to excellence in serving all customers including those with disabilities. We have put the customer service policies into practice as required by the Accessibility for Ontarians with Disabilities Act, 2005. Please see our Accessible Customer Service Policy which outlines our commitment to accessibility under the Customer Service Standard. The Accessible Customer Service Policy is also available in an accessible format on request.</p>			
Create and put in place an accessibility plan	<p>Traffix will put into place an accessibility plan that:</p> <ul style="list-style-type: none"> • Considers a person’s disability when communicating with them • Allows assistive devices in the workplace, like wheelchairs, walkers and oxygen tanks • Allows service animals • Welcomes support persons • Lets customers know when accessible services aren’t available • Invites customers to provide feedback 	Complete	January 1, 2014
Customer Service Standard Training.	<p>All Traffix staff will be trained on accessible customer service.</p> <p>Traffix will also create an ongoing process to train new staff with regards to the customer services standard.</p>	Complete	January 1, 2014
Document the policy/plan	<p>Traffix will ensure that its customer service plan is documented in writing and make the plan available to the public.</p> <p>The plan is offered in accessible formats, if requested.</p>	Complete	January 1, 2014
Employment Standard			
Workplace Emergency Response Information	<p>Traffix will ensure individualized emergency response information is provided to any employee who might need help in an emergency due to a temporary or permanent disability</p> <p>Traffix will review individual emergency response plans when:</p> <ul style="list-style-type: none"> • The employee changes work locations 	Complete	January 1, 2012

	<ul style="list-style-type: none"> • The employees overall accommodation needs are reviewed • The organizations general emergency response polices are reviewed. 		
Recruitment	<p>Traffix is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Traffix will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.</p> <ul style="list-style-type: none"> • Let job applicants know that we will accommodate disabilities during the selection process. • If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs. • Notify successful applicants of our policies for accommodating employees with disabilities. 	Ongoing	January 1, 2016
Information For Employees	<p>Traffix will take the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. We will:</p> <ul style="list-style-type: none"> • Ensure our staff know about our organization's policies for supporting employees with disabilities • Inform our employees about these policies; when this requirement comes into effect; when we hire new employees; and when we change the policies 	Ongoing	January 1, 2016
Processes to Accommodate Employees	<p>Traffix will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. We will:</p> <ul style="list-style-type: none"> • Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. • Outline the steps we will take to help our employees return to work when they: <ul style="list-style-type: none"> ○ have been absent because of a disability, and ○ need some form of disability-related accommodation to return to work 	Ongoing	January 1, 2016

	<p>We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Traffix is using performance management, career development and redeployment processes. We will:</p> <p>Make performance management accessible by:</p> <ul style="list-style-type: none"> • Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed • Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and • Providing feedback and coaching employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability. <p>When we provide career development opportunities, we will consider what accommodations your employees with disabilities may need to:</p> <ul style="list-style-type: none"> • learn new skills, or; • take on more responsibilities in their current position; • consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs. 	Ongoing	January 1, 2016
General Requirements			
Training	<p>Traffix will provide training to employees, volunteers and other staff members 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, volunteers and other staff members.</p> <p>Traffix will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015</p> <ul style="list-style-type: none"> • Create and implement a training program that meets all requirements • Deliver required training to all employees, ensuring records are kept • Update Orientation program to include this training for all new employees • Provide training to all employees and volunteers, 	Complete	January 1, 2015

	anyone who is involved in developing policies and; anyone who provides goods, services or facilities on Traffix's behalf		
Information and Communications Standard			
<p>Traffix is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.</p> <p>We also encourage feedback on our policies and the manner in which we provide services to persons with disabilities. Please click here for additional information on how to submit feedback. This information is also available in accessible format on request.</p>			
Accessible Websites & Web Content	<p>Traffix will take the following steps to ensure all new websites and content on those sites conform with WCAG 2.0 Level A:</p> <ul style="list-style-type: none"> • Content published to the existing website will conform to WCAG 2.0 Level A requirements. • Traffix expects to launch a new website in 2014 which will be designed and implemented in accordance with all WCAG 2.0 Level A Requirements. 	Complete	January 1, 2014
	<p>Traffix will take the following steps to ensure all websites and content on those sites conform with WCAG 2.0 Level AA by January 1, 2021:</p> <ul style="list-style-type: none"> • Work with website developer to ensure website accessibility is increased to WGAC 2.0 Level AA by January 1, 2021. • Plan any updates or changes to the website in accordance with meeting this goal. 	Ongoing	January 1, 2021
Feedback Process	<p>Traffix will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:</p> <ul style="list-style-type: none"> • Create a feedback process to receive and respond to feedback • Make the process accessible in multiple formats (e.g. telephone, email, mail, in person) • Make the process available to the public (post it on the website) 	Complete	January 1, 2015
Accessible formats & Communication Supports	<p>Traffix will take the following steps to ensure all publicly available information is made available on request</p> <ul style="list-style-type: none"> • Let the public know that we will make information accessible upon request. • Consult with people who request accessible information to figure out how to meet their needs, as soon as possible. 	Ongoing	January 1, 2016

Other:

Traffix will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of HR Associates as required and requested.

Contact Information:

For more information on this accessibility plan, please contact our Accessibility Officer at:

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