


Title: MULTI-YEAR ACCESSIBILITY PLAN		Issue Date: January, 2014
Section: Human Resources		Revision Date: June, 2021
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Approved by: Denise Pallotta		Signature: 

1.0 STATEMENT OF COMMITMENT

As part of Naylor's commitment to accessibility, our Multi-Year Plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards and the Integrated Accessibility Standards Regulations (IASR).

2.0 ACCESSIBLE EMERGENCY INFORMATION

Naylor Building Partnerships is committed to providing clients with publically available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

3.0 ESTABLISHMENT OF POLICIES AND PLANS

Naylor Building Partnerships will:

- Implement an Accessibility Standard for Customer Service Policy outlining Naylor's commitment to service excellence for all clients including people with disabilities. (Completed: January, 2012)
- Implement and maintain a corporate policy/plan governing how the organization will achieve accessibility:
 - Establish within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of people with disabilities in a timely manner. (Completed: January, 2014)
 - Make the corporate policy and Multi-Year Accessibility Plan available to the public on Naylor Building Partnerships external website and provide alternative formats upon request. (Completed: January, 2014)

4.0 TRAINING

Naylor Building Partnerships will:

- Provide training on the Accessibility Standards for Customer Service. (Completed: January, 2012, on-going for all new hires who receive training through orientation).
- Provide training on applicable IASR requirements and on our obligations under Ontario Human Rights legislation. Training will be provided to all employees and volunteers and will be provided in a suitable format, including in person, handouts or presentations and may be part of the orientation process, at breakfast meetings or separate training programs. Training will also be provided to all people who are involved in the development of policies. Records will be maintained with number of people trained and dates trained. (Completed: January, 2015)

5.0 INFORMATION AND COMMUNICATION STANDARDS

a) Accessible Website and Web Content

Naylor Building Partnerships will:

- Ensure that any significant updates or launch of a new website after January 1, 2014 will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A, as outlined in the Accessibility Standard for Information and Communication. (Completed: June, 2021)
- Ensure that our public website and all web content on the site will conform to WCAG 2.0 Level AA, except for exclusions set out in the IASR. (Completed: June, 2021)

6.0 EMPLOYMENT STANDARDS

a) Recruitment

Naylor Building Partnerships will:

- Review existing recruitment policies, procedures and practices to ensure they are inclusive of people with disabilities. (Completed: January, 2016)
- Specify on all its job postings that accommodations are available for applicants with disabilities. (Completed: January, 2016)
- Include accommodation notice in email script when scheduling an interview/assessment. (Completed: January, 2016)
- If the need for accommodation arises, Naylor will consult with the applicant and arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs. (Completed: January, 2016)
- Notify successful candidates of Naylor's general policies for accommodating employees with disabilities by speaking to them directly and/or including information in the offer letter. (Completed: January, 2016)

b) Informing Employees of Supports

Naylor Building Partnerships will:

- Inform employees and new hires (as soon as practicable) of Naylor's policies to support employees with disabilities and keep employees up to date on changes to these policies. (Completed: January, 2016, on-going for all new hires who receive training through orientation).
- Upon request from an employee with a disability, and further to consultation with the employee, provide for suitable accessible formats and communication supports for: information needed by the employee to perform their job and information that is generally available to employees. (Completed: January, 2016)

c) Documented Individual Accommodation Plans/Return to Work Process

Naylor Building Partnerships will:

- Through consultation with the employee, create individual accommodation plans, as required for employees with disabilities to help them perform their jobs. (Completed: January, 2016)
- Develop and document a return to work process for employees who have been absent due to a disability; the process shall outline the steps Naylor will take to

facilitate the employees return to work and use the employee's individual accommodation plan as part of the process. (Completed: January, 2016)

d) Performance Management, Career Development and Redeployment

Naylor Building Partnerships will:

- Make performance management documents available in accessible formats when requested
- Provide feedback and coaching to employees in a way that is accessible to them
- Consider accommodations employees with disabilities need for career development opportunities in order to learn new skills, take on more responsibilities in their current role or succeed in other position within the company.

7.0 BARRIER REMOVAL INITIATIVES

Architectural and Physical Barriers

Naylor Building Partnerships will:

- Build a wheelchair ramp at the front entrance of Head office building to ensure accessibility for people with walking mobility devices (Completed: August, 2014)
- Relocate handicapped parking spaces at front entrance to be in line with wheelchair accessible ramp (Completed: July, 2014)

8.0 EVALUATION / REVIEW

This Multi-Year Accessibility Plan will be reviewed and updated at least every 5 years, and as required by Human Resources.

9.0 REFERENCE MATERIALS

- Human Rights Code
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standard Regulations 191/11

10.0 FOR MORE INFORMATION

For more information on this accessibility plan, please contact Denise Pallotta at:
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