



ACCESSIBILITY PLAN

Part 1 - General Requirements

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
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 referred to in this Regulation.	TMMC Accessibility Policy developed and implemented.	1-Jan-2014	Complete
	3. (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.	A statement of commitment to identify, remove, and prevent barriers to accessibility in all areas of the organization is included in the TMMC Accessibility Policy.	1-Jan-2014	Complete
	3. (3) The Government of Ontario, the Legislative Assembly, every designated public sector organization and large organizations shall, (a) prepare one or more written documents describing its policies; and (b) Make the documents publicly available, and shall provide them in an accessible format upon request.	A description of our accessibility policy is posted on the external website along with our Multi-Year Accessibility Plan. These are available in an accessible format upon request.	1-Jan-2014	Complete

Part 1 - General Requirements

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Accessibility Plans</p>	<p>4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,</p>			
	<p>(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;</p>	<p>The Multi-Year Accessibility Plan has been established.</p>	<p>1-Jan-2014</p>	<p>Complete</p>
	<p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p>	<p>The Multi-Year Accessibility Plan is posted on the external website and is available in an accessible format upon request.</p>		
	<p>(c) review and update the accessibility plan at least once every five years.</p>	<p>The Multi-Year Accessibility Plan will be reviewed once every five years.</p>	<p>1-Jan-2014</p>	<p>Ongoing</p>
<p>Self-Service Kiosks</p>	<p>6. (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p>	<p>TMMC considers the needs of people with disabilities when acquiring kiosks.</p>	<p>1-Jan-2014</p>	<p>Ongoing</p>

Part 1 - General Requirements

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Training</p>	<p>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,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<p>Training on the IASR has been provided to all Team Members by providing them with a pamphlet to educate them on the Human Rights Code, the IASR and accommodations.</p> <p>TMMC ensures that persons who provide goods, services or facilities on behalf of the organization have received the required training by including a requirement in our purchasing contract that all employee relations training, including the Ontario <i>Human Rights Code</i> and any corresponding or similar laws, has been provided to employees or agents assigned to provide services pursuant to the contract.</p>	<p>1-Jan-2015</p>	<p>Ongoing</p>
	<p>7. (2) The training on the requirements of the accessibility standards and on the Human Rights Code referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons.</p>	<p>Training on the Human Rights Code and the IASR is appropriate for the duties performed by the Team Members.</p>	<p>1-Jan-2015</p>	<p>Ongoing</p>

Part 1 - General Requirements

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
	7. (3) Every person referred to in subsection (1) shall be trained as soon as practicable.	Training on the IASR is provided to all new Team Members through a presentation at new employee orientation and by providing them with a pamphlet to educate them on the Human Rights Code, the IASR and accommodations.	1-Jan-2015	Ongoing
Training (Contd.)	7 (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	TMMC notifies Team Members through communication updates whenever there is a change to the TMMC Accessibility Policy.	1-Jan-2015	Ongoing
	7. (5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	A record is kept of training provided under 7(1).	1-Jan-2015	Ongoing

Part 2 - Information and Communications Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
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 the provision of accessible formats and communications supports, upon request.	When requested, TMMC will provide or arrange for the provisions of accessible formats or communication supports in order to ensure our feedback process is accessible to persons with disabilities.	1-Jan-2015	Ongoing
	11. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Notice of the availability of accessible formats and communications supports upon request is posted on the external website.	1-Jan-2015	Complete

Part 2 - Information and Communications Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
Accessible Formats and Communications Supports	<p>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,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p>	<p>TMMC provides accessible formats and communication supports to persons with disabilities upon request, in a timely manner, and in a way that takes into account the person's accessibility needs.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
	<p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<p>TMMC does not charge more than the regular cost charged to other persons.</p>		
	<p>12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>TMMC will consult with any individual who requests accessible formats or communication supports to determine the suitability of an accessible format or communication support.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
	<p>12. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Notice of the availability of accessible formats and communication supports is posted on the external website.</p>	<p>1-Jan-2016</p>	<p>Complete</p>

Part 2 - Information and Communications Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
Accessible Websites and Web Content	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	If TMMC existing public website undergoes a significant refresh, the website and any of its content published after January 1, 2012 will conform to WCAG 2.0 at Level A, except where this requirement is impracticable.	1-Jan-2014	Ongoing
		By January 1, 2021, TMMC's external public website will conform to WCAG 2.0 Level AA, except for those requirements specifically excluded under the IASR.	1-Jan-2021	In Progress

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Recruitment, General</p>	<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>	<p>TMMC has posted notice of the availability of accommodations for applicants with disabilities in its recruitment process at various locations on the external website.</p> <p>Team Members are also notified through the TMMC Accessibility Policy which is posted on the Team Member website.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
<p>Recruitment, assessment or selection process</p>	<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>TMMC notifies applicants selected to participate in an assessment that accommodations are available upon request in relation to the materials or processes to be used. Notification is included in the email invitation to the assessment.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
	<p>23. (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>	<p>If a selected applicant requests an accommodation, TMMC will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Notice to Successful Applicants</p>	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>When making offers of employment TMMC informs successful applicants of its policies for accommodating employees with disabilities by including this information on the pre-placement medical information handout.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
	<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>TMMC has informed Team Members of its policies used to support its Team Members with disabilities by posting the policies on its internal website.</p>	<p>1-Jan-2016</p>	<p>Complete</p>
<p>Informing Employee of Supports</p>	<p>25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<p>TMMC informs new Team Members during their new employee orientation of the policies used to support Team Members with disabilities.</p>	<p>1-Jan-2016</p>	<p>Ongoing</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>TMMC notifies Team Members through communication updates whenever there is a change to existing policies on the provisions for job accommodations for Team Members with a disability.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Accessible Formats and 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> <p>(a) information that is needed in order to perform the employee’s job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	<p>Upon request, TMMC will consult with the Team Member to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the Team Member's job and information that is generally available to other Team Members.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>
	<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>	<p>When determining the suitability of an accessible format or communication support, TMMC will consult with the Team Member making the request.</p>	<p>1-Jan-2016</p>	<p>Ongoing</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
	<p>27. (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.</p>	<p>TMMC will provide individualized workplace emergency response information to Team Members who have a disability, where this information is necessary and where TMMC is aware of the Team Members need for accommodation due to the Team Members’ disability.</p>	<p>1-Jan-2012</p>	<p>Ongoing</p>
<p>Workplace Emergency Response Information</p>	<p>27. (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.</p>	<p>TMMC will provide the individualized workplace emergency response plan to the designated person with the Team Member’s consent.</p>	<p>1-Jan-2012</p>	<p>Ongoing</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
	<p>27. (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.</p>	<p>TMMC will provide information as soon as practicable once the team member notifies TMMC of an accommodation requirement where an individualized emergency response plan is necessary.</p>	<p>1-Jan-2012</p>	<p>Ongoing</p>
<p>Workplace Emergency Response Information (Contd.)</p>	<p>27. (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<p>TMMC will review the individualized emergency response information with the Team Member when:</p> <p>(a) The Team Member transfers to a different location in the organization;</p> <p>(b) The Team Member’s accommodation plan is reviewed; and</p> <p>(c) TMMC reviews the emergency response policies.</p>	<p>1-Jan-2012</p>	<p>Ongoing</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
	<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>TMMC has in place a written process for the development of documented individual accommodation plans for Team Members with disabilities.</p>	<p>1-Jan-2016</p>	<p>Complete</p>
<p>Documented Individual Accommodation Plans</p>	<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 	<p>TMMC's written process for the development of individual accommodation plans addresses:</p> <p>The manner in which a Team Member requesting an accommodation can participate in the development of their individual plan;</p> <p>The means by which the Team Member is assessed on an individual basis;</p> <p>The manner in which TMMC can request an evaluation by an outside medical or other expert, at TMMC's expense, in order to determine if accommodation can be achieved and, if so, how;</p>	<p>1-Jan-2016</p>	<p>Complete</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Documented Individual Accommodation Plans (Contd.)</p>	<p>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.</p> <p>5. The steps taken to protect the privacy of the employee’s personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p>	<p>The manner in which the Team Member can request the participation of a Team Member Relations representative;</p> <p>The steps taken to protect the privacy of the Team Member’s medical information;</p> <p>The frequency the individual accommodation plan will be reviewed and updated, and the manner in which it will be done;</p> <p>The manner in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and</p> <p>The means of providing the individual accommodation plan in a format that takes into account the Team Members accessibility needs due to disability.</p>	<p>1-Jan-2016</p>	<p>Complete</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
<p>Documented Individual Accommodation Plans (Contd.)</p>	<p>28. (3) Individual accommodation plans shall, (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) Identify any other accommodation that is to be provided.</p>	<p>Individual accommodation plans will: (a) if requested, include information regarding accessible formats and communications supports provided; (b) if required, individualized workplace emergency response information; and (c) will identify any other accommodation that is to be provided.</p>	<p>1-Jan-2016</p>	<p>Complete</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
	<p>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.</p>	<p>The return to work process for Team Members who have been absent from work due to a disability and who require disability-related accommodations in order to return to work is included in the written process for the development of documented individualized accommodation plans.</p>	<p>1-Jan-2016</p>	<p>Complete</p>
<p>Return to Work Process</p>	<p>29. (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.</p>	<p>The return to work process outlines the steps TMMC takes to facilitate the Team Member’s return to work and requires the use of documented individual accommodation plans when the Team Member has been absent from work due to a disability and requests a disability-related accommodation in order to return to work.</p>	<p>1-Jan-2016</p>	<p>Complete</p>

Part 3 - Employment Standards

INITIATIVE	IASR REQUIREMENT	ACTION	COMPLIANCE DEADLINE	STATUS
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 well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	TMMC takes into account the accessibility needs of Team Members with disabilities, as well as individual accommodation plans, when conducting performance management.	1-Jan-2016	Ongoing
Career Development and 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.	TMMC takes into account the accessibility needs of Team Members with disabilities, as well as individual accommodation plans, when providing career development and advancement to employees.	1-Jan-2016	Ongoing
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.	TMMC will take into account the accessibility needs of Team Members with disabilities, as well as individual accommodation plans, if redeploying Team Members with disabilities.	1-Jan-2016	Ongoing