

Multi-Year Accessibility Plan

Action	Compliance Date	Responsibility
Part I – General		
<p>This section of the Regulation requires us to:</p> <ul style="list-style-type: none"> ▪ develop & maintain an accessibility policy and a multi-year accessibility plan ▪ ensure staff and volunteers are trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code 		
<p>Accessibility Policies</p> <ul style="list-style-type: none"> * Develop and implement Integrated Accessibility Standards Policy. * Make the Policy publicly available and provide in an accessible format, upon request. * Review & update as required 	<p>Jan 1, 2014</p>	<p>Director of Operations</p>
<p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> * A Multi Year Accessibility Plan was developed. * Post multi-year accessibility plan on website and provide in an accessible format, upon request. * Review and update the plan at least once every five years. 	<p>Jan 1, 2014 Jan 1, 2019</p>	<p>Operations Administrator</p>
<p>Training</p> <ul style="list-style-type: none"> * Ensure that training is developed on the IASR and the Human Rights Code as it pertains to persons with disabilities and is provided by Jan 1, 2015 to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of Kitchener-Waterloo Symphony. Update training as required. * Keep a record of the dates of training and the individuals who received the training. 	<p>Jan 1, 2015</p>	<p>Director of Operations and Associate Director of Patron Experience</p>
Part II – Information and Communications Standards		
<p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> ▪ accessible feedback processes ▪ accessible formats and communication supports ▪ publically available emergency procedures, plans, public safety information ▪ accessible websites and web content 		
<p>Feedback processes</p> <ul style="list-style-type: none"> *Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR. 	<p>Jan 1, 2015</p>	<p>Associate Director of Patron Experience</p>

<p>Accessible formats and communication supports</p> <p>*Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities.</p> <p>* Consult with person making the request to determine suitability of accessible format or communication support.</p> <p>* Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons.</p>	<p>Jan 1, 2016</p>	<p>Associate Director of Patron Experience</p>
<p>Emergency procedures, plans or public safety information</p> <p>* Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request as soon as practicable.</p>	<p>Jan 1, 2012</p>	<p>Associate Director of Patron Experience</p>
<p>Accessible websites and web content</p> <p>* Websites and web content published after 2012 to conform toWCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA byJan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</p> <p>* Note – All WCAG2.0 requirements only apply to websites, web content and web based applications that an organization can control either directly or through a contractual relationship and where meeting the requirements are technically feasible.</p>	<p>Beginning Jan 1, 2014 & ongoing through to Jan 1, 2021.</p>	<p>Associate Director of Patron Experience</p>

Part III – Employment Standards

This section of the Regulation includes requirements related to:

- recruitment, assessment and selection
- accessible formats and communication supports for employees
- workplace emergency response
- individual accommodation plans and return to work processes
- performance management, career development and redeployment

<p>Recruitment, Assessment, Selection</p> <ul style="list-style-type: none"> * Review and update existing recruitment, policies, procedures and processes. * Specify that accommodation is available for applicants with disabilities on the website and on job postings. * Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation. * If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability. 	<p>Jan 1, 2016 & Ongoing</p>	<p>Director of Operations</p>
<p>Informing employees of supports</p> <ul style="list-style-type: none"> * Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. * Keep employees up to date on changes to policies/procedures relating to accommodation. 	<p>Jan 1, 2016</p>	<p>Director of Operations</p>
<p>Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> * When requested by an employee with a disability, employers shall consult with the employee and provide or arrange for the provision of suitable accessible formats and communication supports needed to perform the employee's job. 	<p>Jan 1, 2016</p>	<p>Director of Operations</p>
<p>Workplace emergency response information</p> <ul style="list-style-type: none"> * Individualized workplace emergency response information procedures will be developed for employees with disabilities. 	<p>Jan 1, 2012</p>	<p>Director of Operations</p>
<p>Documented individual accommodation plans / Return to work Process</p>		

<p>* Create a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities.</p> <p>* Include in the process and plans all of the required elements in accordance with the provisions of the IASR.</p>	<p>Jan 1, 2016</p>	<p>Director of Operations</p>
<p>Performance management, career development, advancement and redeployment</p> <p>* Review and update existing policies, practices to ensure compliance with IASR</p> <p>* Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development & advancement opportunities and considering redeployment.</p>	<p>Jan 1, 2016</p>	<p>Director of Operations</p>
<p align="center">Part IV.1 – Design of Public Spaces Standards</p> <p>This section of the Regulation includes requirements related to:</p> <ul style="list-style-type: none"> ▪ recreational trails & beach access routes (N/A) ▪ outdoor public use eating areas & outdoor play spaces (N/A) ▪ exterior paths of travel (N/A) ▪ parking ▪ obtaining service ▪ maintenance 		
<p>Obtaining service – Make service</p> <p>* Where practicable, all newly constructed service counters and fixed queuing guides and all newly constructed or redeveloped waiting areas will conform to all of the required elements in accordance with the provisions of the IASR.</p>	<p>Jan 1, 2017</p>	<p>Associate Director of Patron Experience</p>
<p>Maintain the accessible parts of our public spaces.</p> <p>* Identify preventative and emergency maintenance procedures & alternatives & procedures for handling disruptions and alternatives in accordance with the provisions of the IASR.</p>	<p>Jan 1, 2017</p>	<p>Associate Director of Patron Experience</p>
<p>Make parking accessible</p>		

* Where practicable, new and redeveloped parking areas meet certain technical requirements in accordance with the provisions of the IASR.

Jan 1, 2017

Associate Director of Patron Experience

Reporting Dates for Kitchener-Waterloo Symphony:

January 1, 2014 - Accessibility Report

January 1, 2017 - Accessibility Report