

OSTEOPOROSIS

Accessibility for Ontarians with Disabilities Act (AODA)

Osteoporosis Canada's Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act requires that Osteoporosis Canada establish, implement, maintain and document a multi-year accessibility plan that outlines how we will meet our requirements to prevent and remove barriers for persons with disabilities.

Osteoporosis Canada is committed to our multi-year plan, outlined below that describes our strategy to identify, remove and prevent the barriers for persons with disabilities. This plan outlines the policies and actions that Osteoporosis Canada will put in place. Our accessibility plan is posted on our Intranet and Website and will be provided in an accessible format, upon request.

This accessibility plan will be reviewed and updated at least once every five years.

CUSTOMER SERVICE STANDARD

Osteoporosis is in compliance with the AODA Accessible Customer Service Standard and will continue to comply with that regulation.

Customer Service Policy

Osteoporosis Canada developed and implemented the policy-Providing Goods and Services to Individuals with Disabilities in March 2013. The policy is posted on our Intranet, Website and at our National office.

Customer Service Training

Osteoporosis Canada developed and implemented a training program for employees and volunteers pertaining to the provision of goods and services to our customers.

Our training program includes:

- requirements of the Customer Service Standard;
- instruction on how to communicate with people with disabilities;
- instruction on how to communicate with people with disabilities who use assistive devices or require the assistance of a guide dog or a support person;
- instruction on what to do if a person with a disability is having difficulty accessing our service;
- instruction on what to do in the event of a planned or unexpected disruption of services

Training will be provided to every employee and volunteer.

Training will be provided on an ongoing basis in connection with any changes to the policies and practices.

Osteoporosis Canada will keep a log of all the training, documenting who was trained and the date.

INTEGRATED ACCESSIBILITY STANDARDS

This combines standards relating to Information, Communication and Employment.

A. INFORMATION AND COMMUNICATIONS STANDARDS

Osteoporosis Canada is committed to making company information and communications accessible to persons with disabilities. Osteoporosis Canada will incorporate accessibility requirements to ensure that its information and communication systems are accessible and are provided in accessible formats.

Feedback, formats and communication supports

Osteoporosis Canada is committed to providing high quality goods and services to all of our customers. We welcome feedback from all individuals on how effectively we are accommodating people. Feedback may be verbally, in writing or electronic format. If an individual wishes to be contacted, he or she must provide his or her name and contact information.

Action:

Osteoporosis Canada will complete the following to meet the January 1, 2015 deadline:

1. Osteoporosis Canada will make our processes for receiving and responding to feedback available to people with disabilities in accessible formats or with appropriate communication supports, upon request.
2. Documentation that describes our accessibility commitments will be maintained on Osteoporosis Canada's website and provided to individuals, upon request, in a format that takes into account their disability.
3. Osteoporosis Canada will address complaints that arise through the feedback process in a timely manner.

Accessible Websites and Web content

Osteoporosis Canada will commit to making our internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increasing to Level AA, in accordance with the schedule set out in the Integrated Accessibility Standard.

WCAG 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities.

Action:

The following measures will be implemented by Osteoporosis Canada to meet the January 1, 2014 and January 1, 2021 deadlines:

Our internet websites and web content will be assessed and Evaluated for accessibility to ensure conformance with the WCAG.

We will have plans in place to further assess and evaluate for accessibility to ensure conformance with the WCAG 2.0 Level AA requirements by January 1, 2021.

Training

Osteoporosis Canada has been in compliance with the AODA Accessible Customer Service Standard since 2013 and will continue to provide Customer Service training to employees, volunteers and new hires and will enhance the training program to comply with the Integrated Accessibility Standard by January 1, 2015.

Action:

The following measures will be implemented by Osteoporosis Canada to meet the January 1, 2015 deadline:

Osteoporosis Canada will enhance our existing AODA Customer Service training program to include and ensure that our employees, volunteers, agents and contractors understand the Integrated Accessibility Standards and Ontario Human Rights Code, relating to people with disabilities.

Osteoporosis Canada will provide this training to all employees, volunteers, third-party contractors who provide goods and services on Osteoporosis Canada's behalf as soon as practicable. We will keep and maintain a record of the training provided, including dates and the individuals who participated.

B. EMPLOYMENT STANDARD

Osteoporosis Canada will achieve compliance with requirements as set out in the Employment section of the legislation which includes Recruitment & Selection, Interviews, Notice to Successful Employees, Informing Employees of Support, Accessible Formats and Communication support, Return to Work Process, Accommodation Process, Performance Management, Career Development and Advancement, Redeployment, Retention, Diversity and Inclusion.

We will achieve these goals by January 1, 2016

Action:

The following will be implemented by January 1, 2016.

Recruitment & Selection

Osteoporosis Canada is committed to fair and accessible employment practices that attract and retain employees with disabilities.

Osteoporosis Canada will notify internal and external job applicants that accommodation for disabilities will be provided to support their participation in the recruitment process, upon request.

Selected applicants will be notified that accommodations are available upon request. Successful applicants will be advised of Osteoporosis Canada's policies for accommodating employees with disabilities.

Informing Employees of Supports

Osteoporosis Canada will inform employees of our policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

This will be done:

- as required to new employees after they begin their employment
- whenever there is a change to existing policies on the provision of job

Accommodations that take into account an employee's accessibility needs.

Osteoporosis Canada will inform new and existing employees of our policies for supporting employees with disabilities, including employment-related accommodation for disabilities.

Osteoporosis Canada will consult with our employees with disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace.

Documented Individual Accommodation Plans & Return to Work Process

Osteoporosis Canada will develop written individual accommodation plans for employees with disabilities.

Osteoporosis Canada will have a documented process in place for supporting employees who return to work after being away for reasons related to their disabilities and require disability-related accommodation in order to return to work. Osteoporosis Canada will outline the steps to facilitate the return to work and include an individual

accommodation plan.

Performance Management, Career Development

Osteoporosis Canada will take into account the accommodation needs and/or individual accommodation plans of employees to provide employees with disabilities with the opportunities to advance within the organization.

- Our career development and advancement opportunities will take into account the accessibility needs of our employees who have disabilities
- We will consider the accessibility needs of employees with disabilities before moving them to other positions, so that employees can continue to have their accommodation needs met.

Please feel free to contact any of the below AODA committee members for further information or questions.

AODA committee members

Laurie Georges, Director of Finance/HR lgeorges@osteoporosis.ca

Monica Menecola, RIL Simcoe mmenecola@osteoporosis.ca

Kate Harvey, RIL Waterloo/Wellington [kharvey@osteoporosis.ca](mailto:kh Harvey@osteoporosis.ca)

Judy Porteous, RIL Grey Bruce/Dufferin jporteous@osteoporosis.ca

Matthew Rocheford, Manager, Web Development & Marketing

mrocheford@osteoporosis.ca