AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2019 to 2024 accessibility plan outlines the policies and actions that QRC Logistics will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Statement of Commitment

QRC Logistics believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Questions or concerns regarding QRC Logistics' Accessibility Policy and Multi-year Accessibility Plan should be directed to human resources or submitted through the company's AODA feedback process.

QRC Logistics Plan

General Requirements			
Accessibility Requirement:	**Establishment of accessibility policies**	Compliance Deadline: 2018	
Plan to Meet Requirements:	1. Create and make public a statement of commitment. 2. Develop and implement company-specific accessibility policies. 3. Implement and maintain a Multi-year Accessibility Plan. **Action Plan:** 1. QRC Logistics has created and made public a statement of commitment. The statement of commitment is located on the		

	company's website, included in our employee handbook, master policy and uploaded in ADP for staff to read and acknowledge. 2. QRC Logistics' policies and procedures have been reviewed to identify current and future barriers to accessibility. Identified barriers have been addressed and policies amended. Legislatively required policies have been created, are reviewed annually, and provided to all new hires upon hire. Additional policies and documents have been created to support internal processes, including Return to Work Policy, Individualized Employee Accommodation Planning Process, Individualized Employee Accommodation Plan, and Workplace Emergency Response Information Plan. * Alternative formats of all policies will be made available upon request. 3. *Multi-year Accessibility Plan* 1. Create and make public a multi-year accessibility plan. 2. Provide the plan in accessible formats upon request. 3. Review the plan every five years. All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. Roles of all internal stakeholders have been reviewed to determine how each will be affected by requirements. The Accessibility Plan has been created to include training, procedures, and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public. Requests for accessible formats of this document will be forwarded to the HR manager, who will work with the individual to determine the most suitable format. This plan will be amended as required and will be reviewed fully by January 1, 2023 and every five years thereafter.
Responsible Authority:	HR Generalist / Results: Completed January 31/2019
Accessibility Requirement:	**Training on IASR and the *Human Rights Code*** / Compliance Deadline: 2019
Plan to Meet Requirements:	Train all employees, including contract, part-time and/or interns on applicable IASR requirements and the organization's responsibilities under the Ontario Human Rights Code (as it pertains to persons with disabilities). **Action Plan:** 1. Training for all new employees is provided via two online training modules covering all applicable content as required under the IASR: a. *AODA Customer Service Standards Training*; and b. *Understanding Human Rights Training (AODA edition)*. 2. By January 1, 2019, all current employees will complete the IASR and Human Rights Code training with HR.

	3. As of January 1, 2019, all new employees (including contract, part-time and interns) must complete the above training as part of their orientation with the company. The HR manager is responsible for assigning online training and tracking completion. 4. Certification and record of completed training is retained and stored via the company's online training portal. ** Training will also be made available via alternate formats, including in-person presentation, as requested.*		
Responsible Authority:	HR Generalist	Results: Completed January 1, 2019	

Information and Communications Standard			
Accessibility Requirement:	**Feedback Process**		Compliance Deadline: 2021
Plan to Meet Requirements:	Upon request QRC Logistics will be able to receive and respond to feedback from clients, employees, and members of the public who have a disability. A process for receiving and responding to accessible feedback requests has been developed and communicated to all current employees through ADP. QRC Logistics can facilitate requests via the phone, e-mail, mail and through our company website for customers and the public (enlarged text available). 2. Training on how to receive and respond to accessible feedback requests has been developed and delivered to the positions responsible for managing the feedback. 3. All other employees will be notified to contact HR to direct any accessible feedback requests.		
Responsible Authority:	HR Generalist	Results: Completed January 31, 2022	
Accessibility Requirement:	**Accessible formats and communication supports**		Compliance Deadline: 2021
Plan to Meet Requirements:	Upon request, provide accessible formats and communication supports to individuals with disabilities. Notify the public of the availability of accessible formats and communication supports. Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible. **Action Plan:**		

	1. Clients and the public may submit a complaint or inquiry through the company feedback email. 2. Have employees forwarded requests to the HR manager, who will arrange for a suitable and alternative format or communication support. 3. Communicate to public our ability to provide for or arrange for the provision of accessible formats and communication supports by posting a statement on the company website.		
Responsible Authority:	HR Generalist	Results: Completed February 2021	
Accessibility Requirement:	**Accessible websites and web content**		Compliance Deadline: 2021
Plan to Meet Requirements:	Ensure website and web content published after January 1, 2012, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A. **Action Plan** 1. Contact web developer and outsourced IT to update QRC requirements for compliance with our website and web content. 2. Nology IT and Palmer Marketing are fully aware of WCAG 2.0 requirements and will ensure all new content and any substantial refreshes to the site conform to established guidelines. 3. To date, QRC Logistics public website and its content meet all requirements under the WCAG 2.0 level A.		
Responsible Authority:	Web Developer (Palmer Marketing)	Results: Completed February 10, 2022	

Employment Standard		
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline: 2018
Plan to Meet Requirements:	1. Notify employees and the public about the availability of accommodation for applicants with disabilities in the company's recruitment processes. 2. During the recruitment process, notify applicants selected those accommodations are available upon request and in relation to the materials and processes of hiring. 3. If a job applicant requests accommodation, consult with the individual and make adjustments to best suit their needs. 4. Notify all new hires of the company's policies for accommodating employees with disabilities.	

	Action Plan 1. QRC Logistics has an accessibility statement posted on all advertising job boards notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. 2. QRC Logistics has posted an accessibility statement on our company website to ensure it is properly communicated to all potential applicants, customers and employees. 3. All current and new employees will be informed of the availability of accommodations relating to QRC's recruitment process through policy communication in ADP/HRMS systems. 4. Internal accessibility policies will be provided to all new hires as part of their orientation package. Alternative formats of the policy will be made available upon request. 5. All assessment methods used by the company will be reviewed and alternates developed to facilitate accessibility requests; b. When updating or amending assessment or selection methods, an assessment will be conducted to identify potential barriers and alternative and accessible formats will be developed; and c. Any accommodation request pertaining to the company's selection or assessment methods that cannot be met with current alternate formats will be forwarded to the HR manager, who will work with the individual to develop an acceptable alternative. 6. When scheduling interviews, QRC Logistics will include a statement in all e-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform the hiring manager or recruiter of any necessary accommodations.		
Responsible Authority: HR Generalist		Results: Completed in 2019 and updated in 2021 through new platform	
Accessibility Requirement:	Informing employees of supports		Compliance Deadline: 2020
Plan to Meet Requirements:	1. Communicate the company's policy on accommodating employees with disabilities to all staff members 2. Ensure that all new hires are informed of the company's policy on accommodating employees with disabilities. **Action Plan** 1. QRC Logistics' Accommodation Policy was developed and has been made available to employees electronically through bulletin email board, HRMS system, master policy book and on the company's health and safety bulletin boards. 2. All new hires are provided with the relevant company policies in their new hire package. Policies address how QRC Logistics will support employees with disabilities, including emergency		

	planning and responses, accessible formats and communication supports, as well as accessible performance management, career development, and job change processes. 3. Ensure that all employees are informed of changes to the relevant policies as they occur. Changes will be communicated via our bulletin email board and HRMS system.		
Responsible Authority: HR Generalist		Results: Completed June 18, 2021	
Accessibility Requirement:	Accessible formats and communication supports for employees		Compliance Deadline: 2020
Plan to Meet Requirements:	1. Where an employee with a disability request it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for: a. Information that is needed in order to perform the employee's job; and b. Information that is generally available to employees in the workplace. 2. Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format or communication support. **Action Plan:** 1. The availability of accessible formats and communication supports has been communicated to all employees upon hire. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions, whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Before providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports are requested to notify HR so that alternate arrangements may be made. 2. Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information (for example, the employee's manager, supervisor, or team lead) to deliver a suitable accessible format or communication support. Before involving the employee's supervisor, manager, or team lead, consent will be obtained from the employee.		
Responsible Authority:	HR Generalist	Results: Ongoing based on employee needs	
Accessibility Requirement:	Workplace emergency response information		Compliance Deadline: 2020
Plan to Meet Requirements:	1. Create and implement individualized plans to assist employees with disabilities during an emergency. 2. Obtain consent from employees with individualized plans to disclose emergency response or evacuations plans to the person		

	responsible for assisting the employee in situations where the plan requires the assistance of a colleague. 3. Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents and direction as soon as practicable following the receipt of the request or becoming aware of the need for an individualized plan. 4. Review the individualized plan and information: a. When the employee moves to a different location in the office; b. When the employee's overall accommodation needs and plan are reviewed; and c. When the company reviews its general emergency response policies. **Action Plan:** 1. Ensure emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan. 2. The process and policy used by the HR department to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised. 3. Individualized emergency plans include the requirement that the plan be reviewed: a. If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered); b. On a recurring timeline, every year of reviewing our emergency response plan. 4. A review of the plan will also be initiated if requested by the employee; and c. When the company amends its emergency response or evacuation procedures.		
Responsible Authority:	HR Generalist	Results: Ongoing based on employee needs	
Accessibility Requirement:	Documented individual accommodation plans		Compliance Deadline: 2020
Plan to Meet Requirements:	1. Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. **Action Plan:** QRC Logistics has developed and implemented a written process for the development of documented individual accommodation plans for		

	employees with disabilities. As per IASR requirements, the plan includes the following elements: a) How an employee requesting accommodation can participate in the development of the accommodation plan: i. QRC Logistics will ensure the employee can actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee before the development of the plan. b) How the employee is assessed on an individual basis. c) How QRC Logistics can request the participation of a representative from the company in the development of the accommodation plan. d) The steps that will be taken to protect the privacy of the employee's personal information: i. The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals who will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents. e) How often the individual accommodation plan will be reviewed and updated and how it will be done. f) An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee: i. Employees will be informed of the factors that will be taken into consideration by the company when a request for accommodation is received as well as employer and employee expectations and responsibilities. g) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability: i. Accommodation plan documents will be made available in accessible formats. h) The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed if such supports are required by the employee. i) The accommodation plan will also include an emergency response and evacuation plan if required by the employee. j) The accommodation plan will include a section outlining additional accommodations that are required.		
Responsible Authority:	HR Generalist	Results: Ongoing	
Accessibility Requirement:	Return to work process		Compliance Deadline: 2021
Plan to Meet Requirements:	Create a process to develop accommodation plans and return-to-work plans for employees who have been absent from work due to a disability		

	and who require disability-related accommodations in order to return to work. **Action Plan:** 1. Use updated forms to ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with RTW processes. 2. Forms and associated process documentation will be reviewed and updated as required		
Responsible Authority:	HR Generalist	Results: Ongoing	
Accessibility Requirement:	Performance management process & Career development and advancement		Compliance Deadline: 2021
Plan to Meet Requirements:	Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free. **Action Plan:** 1. Evaluate QRC Logistics' current and ongoing performance management and career development processes to identify barriers. 2. Develop processes to ensure that such functions are available in an alternative accessible format/function.		
Responsible Authority:	HR Generalist	Results: Ongoing based on employees needs	
Accessibility Requirement:	Redeployment		Compliance Deadline: 2021
Plan to Meet Requirements:	Take into account the accessibility needs and individual accommodation plans of employees who are reassigned to an alternate department or position with the company as an alternative to a layoff. **Action Plan:** As part of the redeployment process, QRC Logistics will incorporate the accessibility needs and accommodation plans of any employee who is being redeployed to an alternate position or department. The HR department will oversee the redeployment process; however, new or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.		
Responsible Authority:	HR Generalist	Results: Ongoing based on employees needs	

Customer Service Standards			
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:	
Plan to Meet Requirements:	1. Develop and implement an Accessible Customer Service Policy addressing all requirements under the regulation. 2. Develop and deliver training to all staff, volunteers, and individuals completing work on behalf of QRC Logistica who may provide assistance to the public. Provide training to all new staff. 3. Develop and make public a process for receiving and responding to feedback from customers with disabilities. **Action Plan:** 1. QRC Logistics has developed and implemented an Accessible Customer Service Policy specific to the organization. This policy is updated and maintained by the HR department. 2. Online training through HR Downloads as well as a refresher course is delivered to all current staff. All new staff are required to participate in and complete an online AODA Customer Service Training within their first week of employment with the company. Certification and record of completed training are retained by the company's online training portal. 3. QRC Logistics has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process includes multiple means for receiving feedback, including by phone, in-person, by direct e-mail set up for feedback, and by written correspondence. Employees dealing with customers have been informed of and trained on the company's feedback process. Alternative formats of the AODA Customer Service Training are also available upon request, including in person presentations.		
Responsible Authority:	HR Generalist	Results: Completed	

Review and Update

This document was created in 2019 and must be reviewed and updated by January 1, 2024.