

**Accessibility for Ontarians with Disabilities Act**  
(AODA) S.O. 2005, CHAPTER 11

## **newterra Multi-Year Accessibility Plan: 2017-2022**

Last Review and Update: December 2017

### **1. Introduction**

Newterra's Multi-Year Accessibility Plan is intended to outline and identify the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in response to the requirements established by the Integrated Accessibility Standards Regulations (IASR). The current plan covers a five-year period (2017-2022).

### **2. Statement of Commitment**

Newterra is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws. Whilst this Plan specifically meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and is not a legal requirement in any other province, the general principles of the policy will be applied across Newterra Group. To facilitate that commitment, Newterra will establish, maintain and document a multi-year accessibility plan that will be reviewed and updated every three years, or more frequently, as deemed necessary to identify progress made in addressing barriers.

All goods and services provided by Newterra shall follow the principles of dignity, independence, integration and equal opportunity.

The following plan identifies commitments we will undertake to comply with accessibility standards in:

- General Requirements
- Customer Service
- Information and Communications
- Employment

<b>General Requirements (O. Reg. 191/11)</b>					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
3	Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies that address the achievement of accessibility under the Regulation.	Jan. 1, 2014	Draft policies  Create an AODA Policy	Completed  Completed
4	Multi-year accessibility plan	Develop, implement and maintain a multi-year plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation  Post the plan in a visible place on the premises Provide the plan in an accessible format upon request  Review and update the accessibility plan at least once every five years	Jan. 1, 2014	Identify barriers with the use of internal accessibility assessment and develop a plan  Publish a multi-year plan on the premises.  HR department will review plan at least once every five years and update where needed	Completed  Completed  Completed
7	Training	Obligated organizations shall ensure that training is provided for the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities	Jan. 1, 2015	Determine a training method, content and the intensity of training required.  Training dates will be recorded and the number of individuals to whom provided  Training will be provided when there are changes to accessibility policies	Complete and Ongoing
<b>Customer Service Standard (O. Reg. 429/07)</b>					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
3	Policies, practices, procedures	Establish policies, practices and procedures on providing goods and services to persons with disabilities per principles set out in regulation	Jan. 1, 2012	Accessibility Policy developed to meet requirements  All employees to be trained on the policy	Complete  Complete

		Create a document describing policies, procedures and practices; provide upon request in alternative format		Load policy to Business Management System	Complete
3 (4)	Communication with disabled persons	Must communicate with a person with a disability in a manner that takes into account their disability	Jan. 1, 2012	Include in Accessibility Policy Include in Accessibility training	Complete Complete
4	Use of service animals and support persons	Establish policies, practices and procedures around a person with a disability being accompanied by a service animal or support person  Create document describing policies, practices and procedures; provide upon request	Jan. 1, 2012	Include a commitment statement in Accessibility Policy  Advise employees of internal contact if questions arise	Complete  Complete
5	Notice of temporary disruptions	Provide public notice of disruption in facilities or services by posting on premises or on website  Include in notice reason for disruption, anticipated duration, and description of alternatives, if available  Create a document describing steps to be taken for temporary disruptions; provide upon request	Jan. 1, 2012	Include in Accessibility Policy  Include policy on the Business Management System and train our teams.	Complete
6	Training for employees	Provide training to: employees, agents, volunteers who deal with the public everyone who participates in developing policies, practices and procedures governing providing goods and services to public or others	Jan. 1, 2012	Incorporate into Accessibility Policy  Ensure employees are trained and keep training records  Provide training on an on-going basis to reflect any changes to policies, practices and procedures	Complete  Complete  Ongoing
7	Feedback process	Establish process for receiving and responding to feedback; make information about process publicly available  Create a document describing process; provide upon request	Jan. 1, 2012	Establish process in Accessibility Policy  Let customers know of our feedback process via the Visitor H&S review	Complete  Complete

8	Notice of availability of documents	Notify customers that the documents covered by this regulation are available upon request, by posting conspicuously on premises, website or other reasonable method	Jan. 1, 2012	<p>Include a statement in all policies outlining that alternative formats are available</p> <p>Include this statement on customer promotional documentation as created going forward</p>	<p>Complete</p> <p>Ongoing</p>
9	Format of documents	Alternative formats of documents covered by this regulation (provided to customers) must take into account person's disability	Jan. 1, 2012	Upon request, all documents will be made available in an alternative and accessible format.	Ongoing
<b>Information and Communication Standard (O. Reg. 191/11 Part II)</b>					
Section	Requirements	Description	Compliance Deadline	Action	Status/Target Date
11	Feedback	Ensure processes for receiving and responding to feedback are accessible to persons with disabilities upon request	Jan. 1, 2015	<p>Include process in Accessibility Policy</p> <p>Ensure staff and management are aware of the need to accommodate persons with disabilities upon request through training (hrDownloads AODA module)</p> <p>Requests to be directed to the HR Department</p> <p>Update visitor H&amp;S document to reflect that should they have feedback with respect to our services provided to customers with disabilities they should contact our Human Resources department.</p>	<p>Complete</p> <p>Complete and Ongoing</p> <p>Complete</p> <p>Complete</p>
12	Accessible Formats & Communication Supports	Provide or arrange for the provisions of accessible formats and communication to support persons with disabilities in a timely manner that takes into account the person's accessibility due to disability consult with the person making the request to determine the suitability of an accessible format or communication support	Jan. 1, 2016	<p>Implement AODA policy</p> <p>Determine that we will provide accessible formats and communication to support the needs of persons with disabilities</p> <p>Ensure that all staff and management are aware of the</p>	Complete and Ongoing

		Notify the public about the availability of accessible formats and communication supports		need to accommodate the needs of persons with disabilities upon request through training (hrDownloads module)  Requests to be directed to the HR Department	
13	Emergency procedures plans	Assess the existing building emergency response plan and procedures  Update the workplace emergency response plan and procedures to take into account the needs of people with disabilities and the accessible formats in emergency planning	Jan. 1, 2012	Update the Fire and Emergency Evacuation Plan procedure EHS-PRO-4.4.7.1 and the Visitor H&S document to indicate that accessible format and/or communication supports available upon request.	Complete
14	Accessible websites and web contents	Ensure websites and web content conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA	Jan. 1, 2014 website and web content  Jan. 1, 2021 (WCAG 2.0 level AA)	Develop a website in accordance with the requirements.  Launch website  Monitor website accessibility and compliance within guidelines and law	Jan. 1, 2021
<b>Employment Standard (O. Reg. 191/11 Part III)</b>					
Section	Requirements	Description	Compliance Deadline	Action	Status/ Target Date
22	Recruitment	Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process	Jan. 1, 2016	Include a statement on internal/external job posting  Ensure management is aware of the need to accommodate persons with disabilities upon request through training	Complete
23	Recruitment, Assessment or Selection Process	Notify interview candidates, that accommodations are available upon request in relation to the materials or processes to be used  If a candidate requests an accommodation, consult with them and provide or arrange for	Jan. 1, 2016	Include statement in job advert on the availability of accommodation to persons with disabilities  Identify barriers: location for interviews, interviewing time lines,	Complete

		the provision of a suitable accommodation in a manner that takes into account their accessibility needs due to disability		supports, paperwork etc.	Complete and Ongoing
24	Notice to successful applicants	When making offers of employment, notify the successful applicant of its policies for accommodation of employees with disabilities	Jan. 1, 2016	Include a statement in the offer letter  Update recruitment policy to include accommodation	Complete  Complete
25	Support information for employees	Inform its employees of policies used to support its employees with disabilities, including, but not limited to any provisions of job accommodation that take into account an employee's accessibility needs due to a disability  Provide the information under this section to new employees as soon as practical after they have started their employment	Jan. 1, 2016	Circulate policy and include in training of staff  New hires trained to the policy  As policies change, update any information provided to employees	Complete and Ongoing
26	Accessible formats & communication supports for employees	Upon request by an employee with a disability, consult with the employee making the request	Jan. 1, 2016	Include accommodation statement in relevant policies  Inform employees that requests are to be discussed with the HR Department	Complete
28	Documented Individual Accommodation Plans	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Jan. 1, 2016	Develop a policy to accommodate individuals who have disabilities	Completed
29	Return to Work Process	Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work	Jan. 1, 2016	Develop a policy to accommodate individuals who have disabilities  Develop an accommodation plan template	Complete  Complete
30	Performance Management	In relation to performance management processes take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans,	Jan. 1, 2016	Include accommodation in all performance related policies	Complete
31	Career Development & Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with	Jan. 1, 2016	Include accommodation in all related policies	Complete

		disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities			
<b>Transportation Standard (O. Reg. 191/11 Part IV)</b>					
This standard does not apply to <b>newterra</b>					
<b>Built Environment Standard (O. Reg. 191/11 Part IV.1)</b>					
<p><b>newterra</b> is committed to greater accessibility in, out of, and around the building we use. When required by law, <b>newterra</b> will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.</p>					

### Accessibility Review

Newterra discusses issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and policy reviews.

### Contact Details

Questions or comments about Newterra’s accessibility plans, policies and practices are always welcome. Should you require a copy of our documents in standard or accessible format, please contact our Human Resources Department:

#### In person:

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