

## **AODA MULTI-YEAR ACCESSIBILITY PLAN**

### **About Ontario Motor Vehicle Industry Council (OMVIC)**

#### **VISION AND MISSION:**

OMVIC's vision is simple: **A fair marketplace**

We will take pride in the results of our commitment to a fair marketplace, achieved through innovation, enforcement and excellence in service

### **Accessibility for Ontarians with Disabilities Act (AODA)**

OMVIC is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act (AODA), and its goal of making Ontario accessible to people with disabilities and remove all barriers by 2025.

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that OMVIC has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2017-2022) to align with our strategic plan.

### **Statement of Commitment**

OMVIC is committed to treating all people in a way that respects their dignity and independence, believing in inclusion and equal opportunity. OMVIC is committed to meeting all needs in a timely manner and to identifying, removing, and preventing barriers that reduce the ability of individuals with disabilities to full access, increasing awareness of accessibility initiatives and promoting legislative compliance.

OMVIC is committed to develop, implement and maintain policies that govern how the organization achieves or will achieve accessibility through the Accessibility for Ontarians with Disabilities Act (AODA)'s Customer Service Standard, Integrated Accessibility Standard Regulation (IASR), and all other standard as they are developed and are in accordance with requirements of the Ontario Human Rights Code. To facilitate this commitment, OMVIC has established, maintained and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on the organization's website and employee IntraWeb.

## Identification of Barriers

OMVIC seeks ongoing input from employees, the public and other stakeholders via email at: [accessibility@omvic.on.ca](mailto:accessibility@omvic.on.ca) The data collected from these sources is analyzed and considered in the review of OMVIC's AODA Multi-Year Accessibility Plan and updated as required.

## Review of AODA Multi-Year Accessibility Plan

OMVIC's AODA Multi-Year Accessibility Plan will be reviewed annually and updated as required based on new information, with updates occurring no less than every 5 years. The current plan covers a 5-year period, to align with our strategic plan.

## Standards of Accessibility under AODA

### 1. General Requirements

- (i) Accessible Emergency Information
- (ii) Accessibility policies and plans  
OMVIC has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.
  - The Integrated Accessibility Standard Regulation (IASR) is incorporated into OMVIC's Policies and Procedures.
  - Policy Review takes place within the organization annually
- (iii) Training  
OMVIC provides training to all employees on Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities and are provided with such training as soon as practicable. Training is provided in a way that best suits the duties and needs of employees and every person who deal with the public on behalf of OMVIC.

### 2. Customer Service Standard

OMVIC is committed to excellence in serving customers, including persons with disabilities and will carry out its functions in a manner which delivers an accessible customer service experience.

OMVIC strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving

people with disabilities an equal opportunity as others to obtain, use and benefit from the goods or services.

The following measures have been implemented by OMVIC:

<b>AODA Requirement &amp; Compliance Deadline</b>	<b>Action/Initiative</b>	<b>Target Date/Status</b>
Customer Service Policies, Procedures and Training of Employees, January 2013	<ul style="list-style-type: none"> <li>• Develop Customer Service Policy and Procedure</li> <li>• Train all staff in customer service guidelines and provide on-going training for new employees</li> <li>• Implement a feedback mechanism on accessibility for customers and make this information available to public</li> </ul>	Completed
Accessibility Policy, January 2014	<ul style="list-style-type: none"> <li>• Establish policy that will govern OMVIC's approach to meeting the Integrated Accessibility Standards Regulation (IASR) under AODA requirements</li> </ul>	Completed
Accessibility Plan, January 2014	<ul style="list-style-type: none"> <li>• Develop Multi-Year Accessibility Plan and post on the website</li> </ul>	Completed
AODA, IASR Training, January 2015	<ul style="list-style-type: none"> <li>• Provide training to all staff on the rights and obligations under the IASR and the Human Rights Code (as it pertains to people with disabilities)</li> </ul>	Completed

### 3. Information and Communications Standard

OMVIC is committed to meeting the communication needs of people with disabilities. OMVIC will incorporate new accessibility requirements under the information and communication standard to ensure that systems and platforms are accessible and are provided in accessible formats that meet the needs of people with disabilities.

OMVIC has undertaken the following measures to ensure compliance with this standard:

<b>AODA Requirement &amp; Compliance Deadline</b>	<b>Action/Initiative</b>	<b>Target Date/Status</b>
Accessible Formats and Communications Supports made available upon request, January 2016	<ul style="list-style-type: none"> <li>• Ensure print marketing and communication materials are in accessible PDF format on request</li> </ul>	Completed

Accessible Website; WCAG 2.0 Level A, January 2014; Level AA, 2021	<ul style="list-style-type: none"> <li>Conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)</li> <li>Continue to upgrade website and ensure content meets accessibility standards</li> </ul>	Completed
Emergency Response Information, January 2013	<ul style="list-style-type: none"> <li>Develop Emergency Response Plan (ERP) and tools to obtain accommodation requirements of employees with disabilities in the event of an emergency</li> </ul>	Completed and under review to meet compliance standards

#### 4. Employment Standard

OMVIC is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle. We have taken the following steps to notify the public and employees that, when requested, OMVIC will accommodate people with disabilities throughout the recruitment process:

##### Recruitment

OMVIC has taken the following steps to ensure compliance with this standard:

AODA Requirement & Compliance Deadline	Action/Initiative	Target Date/Status
Accessibility in Human Resources (HR) Practices – Recruitment Process, January 2016	<ul style="list-style-type: none"> <li>Review and modify recruitment policies, procedures and processes, as needed</li> <li>Specify that accommodation is available for applicants with disabilities, on OMVIC’s website and job postings</li> <li>Identify accommodation needs at the time of or following offer of employment and suitable arrangements are made</li> <li>Provide updated information on accommodation policies to employees when changes occur</li> <li>Consult with employees to determine suitability of format or support</li> </ul>	Completed

##### Documented Individual Accommodation Plans

OMVIC is committed to producing and providing individual accommodation:

AODA Requirement & Legislative Compliance Deadline	Action/Initiative	Target Date/Status
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Accommodation Process and Plan for Employees, January 2016	<ul style="list-style-type: none"> <li>• Participation of the employee requiring the accommodation plan</li> <li>• Ability to request outside medical evaluation to determine if accommodation can be achieved and how</li> <li>• High level confidentiality</li> <li>• Periodic review and updates</li> <li>• Reason for denial, if applicable</li> <li>• The means of providing accommodation plans in a format that takes into account the need(s) of the employee</li> <li>• If required, include individualized emergency response information</li> </ul>	Completed
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### Return to Work

OMVIC is committed to developing and putting in place return to work procedures for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. This process includes steps OMVIC takes to facilitate the return to work procedure and uses documented accommodation plans.

### Performance Management, Career Development and Redevelopment

OMVIC is committed to ensuring the accessibility needs of employees with disabilities are taken into account with regards to performance management, career development and redeployment processes:

<b>AODA Requirement &amp; Legislative Compliance Deadline</b>	<b>Action/Initiative</b>	<b>Target Date/Status</b>
Performance Management Process, January 2016	<ul style="list-style-type: none"> <li>• Accessibility needs of employees with disabilities, as well as accommodation plans are taken into account when using performance management processes</li> </ul>	Completed
Career Development, Advancement and Redeployment Process, January 2016	<ul style="list-style-type: none"> <li>• Accessibility needs of employees with disabilities regarding development and advancement opportunities</li> <li>• Accessibility needs of employees with disabilities, as well as accommodation plans are taken into account when redeploying employees with disabilities</li> </ul>	Completed

## 5. Design of Public Spaces

OMVIC is committed to designing public spaces that are free from barriers and accessible to all persons we serve while undertaking new construction or planned major modifications

In accordance with the AODA Design of Public Spaces Standard, OMVIC will take appropriate measure to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, notification to the public regarding the service disruption and alternatives available will be made.

### Communication of Multi-Year Accessibility Plan

OMVIC's AODA Multi-Year Accessibility Plan will be posted on the organization's website and staff intranet. Alternative formats will be made available upon request. If you have any questions regarding the plan, please contact us:

Ontario Motor Vehicle Industry Council  
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Toronto, ON

Phone: 416-226-4500 or 1-800-943-6002  
Email: [accessibility@omvic.on.ca](mailto:accessibility@omvic.on.ca)

