

## IDT Canada Multi-Year Accessibility Plan

Legislative Requirement	Status
<b>Deadline: January 1, 2012</b>	
<b>Accessibility Standards for Customer Service (ASCS) :</b> <u>Customer Service Policy</u> <ul style="list-style-type: none"> <li>• Conduct a customer service compliance assessment.</li> <li>• Create a customer service policy to govern the provision of goods and services to persons with disabilities.</li> <li>• Develop a customized training program for employees.</li> </ul>	Completed
<b>Information &amp; Communications Standard</b> <u>Emergency Procedures, Plans or Public Safety Information</u> <ul style="list-style-type: none"> <li>• Provide publicly available emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</li> </ul>	Completed
<b>Employment Standard</b> <u>Workplace Emergency Response Information</u> <ul style="list-style-type: none"> <li>• Create an individualized workplace emergency response plan for employees with disabilities who may need assistance during an emergency.</li> <li>• Gain the employees' consent to share this information with anyone designated to help them in an emergency.</li> </ul>	Completed
Legislative Requirement	Status
<b>Deadline: December 31, 2012</b>	
<b>General Requirements</b> <u>Accessibility Compliance Report</u> <ul style="list-style-type: none"> <li>• Report progress online by filing Accessibility Report by December 31, 2012.</li> </ul>	Completed
Legislative Requirement	Status
<b>Deadline: January 1, 2014</b>	
<b>General Requirements</b> <u>Accessibility Plan and Policies</u> <ul style="list-style-type: none"> <li>• Develop an accessibility plan and written policies demonstrating our commitment to meeting the requirements in the IAS regulation.</li> <li>• Make the documents available to the public and provide them in an accessible format upon request.</li> </ul>	Completed
<b>General Requirements</b> <u>Statement of Commitment</u> <ul style="list-style-type: none"> <li>• Develop a statement of commitment that summarizes our goals, values and commitment to meeting the needs of people with disabilities in a timely manner in our policies.</li> </ul>	Completed
<b>General Requirements</b> <u>Multi-Year Accessibility Plan</u> <ul style="list-style-type: none"> <li>• Create a multi-year accessibility plan that outlines the steps we will take to prevent and remove accessibility barriers at IDT Canada.</li> <li>• Make it available to the public and provide it in an accessible format upon request.</li> <li>• Review and update the accessibility plan at least once every five years.</li> </ul>	Completed and ongoing

<b>General Requirements</b> <u>Self-Service Kiosks</u> <ul style="list-style-type: none"> <li>Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks (i.e. consider what accessibility features could be built-into our kiosks to best meet the needs of our customers and clients.)</li> </ul>	N/A
<b>Information &amp; Communications Standard</b> <u>Accessible Websites and Web Content</u> <ul style="list-style-type: none"> <li>New websites or existing ones that go through a significant update to content (after Jan 1, 2012), must be compliant with WCAG 2.0 A</li> </ul>	N/A
<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: December 31, 2014</b>	
<b>General Requirements</b> <u>Accessibility Compliance Report</u> <ul style="list-style-type: none"> <li>Report progress online by filing Accessibility Report to comply with IAS by December 31, 2014 (every three years thereafter).</li> </ul>	Ongoing
<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: January 1, 2015</b>	
<b>General Requirements</b> <u>Training</u> <ul style="list-style-type: none"> <li>Provide training on IAS requirements and the Ontario Human Rights Code to employees, volunteers, employees who participate in the development of polices and anyone who provides goods and services on behalf of IDT Canada.</li> <li>Keep a record of trained participants.</li> </ul>	Completed
<b>Information &amp; Communications Standard</b> <u>Feedback</u> <ul style="list-style-type: none"> <li>Ensure that our feedback process for customers, employees and the public is accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</li> </ul>	Completed
<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: January 1, 2016</b>	
<b>Employment Standard</b> <u>Recruitment General</u> <ul style="list-style-type: none"> <li>Inform employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.</li> </ul>	Completed/ Ongoing
<b>Employment Standard</b> <u>Recruitment , Assessment or Selection Process</u> <ul style="list-style-type: none"> <li>Notify job applicants who have been invited to participate in a recruitment, assessment or selection process that accommodations for disabilities are available, on request, to support their participation in the process.</li> <li>Consult with job applicants who request accommodations to support them during the process.</li> </ul>	Completed/ Ongoing
<b>Employment Standard</b> <u>Notice to Successful Applicants</u> <ul style="list-style-type: none"> <li>Notify successful applicants of our policies for accommodating employees with disabilities when offering employment.</li> </ul>	Completed/ Ongoing
<b>Employment Standard</b> <u>Informing Employees of Supports:</u>	Completed/ Ongoing

<ul style="list-style-type: none"> <li>Inform new and existing employees of our policies for supporting employees with disabilities, including providing employment-related accommodations for disabilities.</li> </ul>	
<p><b>Employment Standard</b>  <u>Accessible Formats and Communication Supports For Employees</u></p> <ul style="list-style-type: none"> <li>Consult with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively.</li> </ul>	Completed/ Ongoing
<p><b>Employment Standard</b>  <u>Documented Individual Accommodation Plans</u></p> <ul style="list-style-type: none"> <li>Develop a written process for the development of documented individual accommodation plans for employees with disabilities according to the Employment Standard Regulation.</li> </ul>	Completed
<p><b>Employment Standard</b>  <u>Return to Work Process</u></p> <ul style="list-style-type: none"> <li>Develop a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</li> </ul>	Completed
<p><b>Employment Standard</b>  <u>Performance Management</u></p> <ul style="list-style-type: none"> <li>Address the accessibility needs of employees with disabilities as well as individual accommodation plans, when using the annual performance management processes.</li> </ul>	Completed/ Ongoing
<p><b>Employment Standard</b>  <u>Career Development and Advancement</u></p> <ul style="list-style-type: none"> <li>Take into account accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees.</li> </ul>	Completed/ Ongoing
<p><b>Employment Standard</b>  <u>Redeployment</u></p> <ul style="list-style-type: none"> <li>Take into account accessibility needs of employees with disabilities, as well as any individual accommodation plans, when moving employees with disabilities to other positions.</li> </ul>	Completed/ Ongoing
<p><b>Information &amp; Communication Standard</b>  <u>Accessible Formats &amp; Communication Supports</u></p> <ul style="list-style-type: none"> <li>Provide accessible formats and communication supports upon request to persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</li> <li>Consult with the person making the request in determining the suitability of an accessible format or communication support.</li> <li>Notify the public about the availability of accessible formats and communication supports.</li> </ul>	Completed/ Ongoing
<b>Legislative Requirement</b>	
<b>Deadline: December 31, 2017</b>	
<p><b>General Requirements</b>  <u>Accessibility Compliance Report</u></p> <ul style="list-style-type: none"> <li>Report progress online by filing Accessibility Report to comply with IAS by December 31, 2017.</li> </ul>	Ongoing

<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: December 31, 2020</b>	
<b>General Requirements</b> <u>Accessibility Compliance Report</u> <ul style="list-style-type: none"> <li>Report progress online by filing Accessibility Report to comply with IAS by December 31, 2020.</li> </ul>	Ongoing
<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: January 1, 2021</b>	
<b>Information &amp; Communications Standard</b> <u>Accessible Websites and Web Content</u> <ul style="list-style-type: none"> <li>All websites and their content must meet WCAG 2.0 Level AA by 2021. If it is not possible to meet the WCAG 2.0 requirements, employers may be able to update or repair the products you use to support accessibility.</li> </ul>	Ongoing
<b>Legislative Requirement</b>	<b>Status</b>
<b>Deadline: December 31, 2023</b>	
<b>General Requirements</b> <u>Accessibility Compliance Report</u> <ul style="list-style-type: none"> <li>Report progress online by filing Accessibility Report to comply with IAS by December 31, 2023.</li> </ul>	Ongoing