



Official Accessibility Standards Policy Manual

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Choosing the right words and putting the person first, some suggestions

Do

- Disability
- “Person(s) with a...” or “people with a...”
- Intellectual disability or developmental disability
- “Person living with...: or “person born with...”
- Blind, partial vision, low vision, vision loss: be specific
- Deaf, deafened, hard of hearing, hearing loss: be specific
- Person who does not speak
- Person in a wheelchair
- Person with a mobility or physical disability
- Mental health disability

Don't

- Handicap, handicapped, invalid or impediment
- The disabled
- Mental retardation, mentally retarded, retarded, mentally challenged, idiot, imbecile, moron, simple, mongoloid
- Suffering, afflicted, victim, stricken
- Visually impaired, the blind
- Deaf (avoid generalizing; try to find preferred term from “do” list)
- Deaf, mute dumb
- Confined, bound, stuck
- Crippled, cripple, lame, physically challenged
- Insane, lunatic, maniac, mental, neurotic, psychotic, psycho, deviant, crazy; the negative list is too long

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- | | |
|---|--|
| ▪ Accessible parking, bathrooms | ▪ handicapped parking, bathrooms |
| ▪ Person with epilepsy | ▪ An epileptic |
| ▪ Person born with a disability | ▪ Birth defect, deformity/deformed, congenital defect |
| ▪ Person who has (as particular condition) or a person who has had a stroke | ▪ Victim of (a condition such as multiple sclerosis, a stroke, cerebral palsy) |
| ▪ Person with a disability person who has (a particular condition) | ▪ Suffers from, afflicted by, stricken with, etc. |
| ▪ Person with a disability (challenges are environmental conditions) | ▪ Physically challenged |

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1 POLICY

- 1.01 The mission of Applied Systems Technologies Inc. is to pursue excellence. We continually seek superior methods of delivering the highest quality of service and adding value for our customers. We emphasize building strong relationships with our clientele to ensure their needs and expectations are continually exceeded. By knowing our customers, understanding their needs and expectations, regularly listening to them and adjusting our processes and procedure, we can effectively achieve our mission.
- 1.02 Our commitment in fulfilling our mission is to strive at all times to provide our 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 the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.
- 1.03 Reasonable efforts will be made to ensure that:
- a) Persons with disabilities are provided equal opportunity to obtain, use and benefit from the Applied Systems Technologies Inc.'s goods and services;
 - b) Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
 - c) The goods and services provided to persons with disabilities are integrated with the provision to others unless an alternative measure is necessary to allow a person with a disability to benefit; the alternative measure may be temporary or permanent;
 - d) Communications with a person with a disability are conducted in a manner that takes the person's disability into account;
 - e) Persons with disabilities may use assistive devices, service

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animals and support persons as is necessary to access Applied Systems Technologies Inc.'s goods and services unless superseded by other legislation.

2 PURPOSE

2.01 This policy and its procedures address the accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Service under the **Accessibility for Ontarians with Disabilities Act**.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager and/or immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

5.01 "**Assistive Devices**" are auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (e.g., canes, crutches, wheelchairs or hearing aids).

5.02 "**Disability**", as per the Ontario **Human Rights Code**, means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack

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of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- b) A condition of mental impairment or a developmental disability;
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act**.

5.03 “**Employees**” means every person who deals with members of the public or other third parties on behalf of Applied Systems Technologies Inc., whether the person does so as an employee, agent, volunteer or otherwise.

5.04 “**Persons with Disabilities**” are individuals who have a disability as defined under the Ontario **Human Rights Code** (and above).

5.05 “**Service Animals**” are animals individually trained to do work or perform tasks for the benefit of a person with a disability.

5.06 “**Support Persons**” are any persons, whether a paid professional, volunteer, family member, or friend, who accompany a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

Applied Systems Technologies Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

7.01 Communication

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

7.02 Telephone services

- a) We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- b) We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

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7.03 Assistive devices

- a) We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

7.04 Billing

- a) We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or email.
- b) We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

7.05 Use of service animals and support persons

- a) We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- b) We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- c) We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Applied Systems Technologies Inc.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

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7.06 Notice of temporary disruption

- a) Applied Systems Technologies Inc. will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- b) The notice will be placed at all public entrances on our premises.

7.07 Training for staff

- a) Applied Systems Technologies Inc. will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.
- b) This training will be provided upon staff commencing their duties.
- c) Training will include the following:
 - The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard
 - How to interact and communicate with people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

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- What to do if a person with a disability is having difficulty in accessing Applied Systems Technologies Inc.'s goods and services
- d) Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7.08 Feedback process

- a) The ultimate goal of Applied Systems Technologies Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- b) Feedback regarding the way Applied Systems Technologies Inc. provides goods and services to people with disabilities can be made verbally or by email. All feedback will be directed to the Office Manager. Customers can expect to hear back in three business days.
- c) Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.
- d) Upon receipt, the Office Manager will investigate the matter with the appropriate personnel and provide a written response within thirty (30) days.

7.09 Modifications to this or other policies

- a) We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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- b) Any policy of Applied Systems Technologies Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

7.10 Questions about this policy:

- a) This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, the Office Manager Applied Systems Technologies Inc.
- b) A copy of this policy is available upon request by contacting the Office Manager at Applied Systems Technologies Inc.
- c) The Policy document will be provided in a format that takes into account the person's disability.

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1 POLICY

1.01 Applied System Technologies Inc. will welcome all customers to our facilities by committing our staff and volunteers to providing our goods and services that respect the independence and dignity of people with disabilities. Such access to goods and services incorporate measures that include but are not limited to the use of assistive devices. Customers with disabilities are welcome to use their own personal assistive devices on our premises unless not allowed by law.

1.02 Note: Employees have their own separate and specific policy and procedures related to their personal use of assistive devices.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure that each facility that is open to the public will, as applicable, post information in the front office that indicates that Applied System Technologies Inc. encourages users of assistive devices and encourages them to seek support from staff and volunteers as they require it.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied System Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 Managers, supervisors, and department heads will ensure that staff is trained to support customers and the broad public who may use assistive devices while accessing out facilities so that we can provide our goods and services.

4.02 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

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5 DEFINITIONS

5.01 “**Assistive devices**” are any devices used by persons with disabilities to help with daily living and tasks such as auxiliary aids, communication aids, cognition aids, personal mobility aids and medical aids. Assistive devices include a range of products such as wheelchair, walkers, white canes, crutches, oxygen tanks, hearing aids and other electronic communication devices.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

7.01 Staff training is focused on how to interact with people using assistive devices rather than on the technical use of the assistive devices.

7.02 Applied Systems Technologies Inc. will post information in the front office/reception area or entrance that the company welcomes the use of assistive devices and encourages users to seek support from staff and volunteers as they require it.

7.03 Employees must not touch or move a person’s assistive device without the person’s permission. If you do have his or her permission, do not move the device out of the user’s reach.

7.04 Practice consideration and safety. Do not leave the person in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

7.05 Let the person know about accessible features in the immediate environment, such as accessible washrooms.

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1 Policy

- 1.01 We are committed to communicating with people with disabilities in ways that take into account their disability and in keeping with the principles of dignity, independence, integration and equal opportunity.
- 1.02 This policy provides guidance in considering how to improve communication with people with a disability through general communications, involvement of people with a disability in consultation, or in meetings, during a transaction and producing publications in accessible formats.
- 1.03 This policy applies to all Applied Systems Technologies Inc.'s communications with the public, including in relation to consultation, and the development of pamphlets, flyers, letters, memos, emails, websites, brochures, invoices, papers and reports, among other.
- 1.04 All oral and written communication should seek to be inclusive of and positive toward people with a disability. Avoid phrases that demean people with disabilities (such as unfit, defective or incapacitated), avoid words such as "handicapped," "crippled" and "wheelchair-bound". Do not refer to people by categories such as "the blind" or "the disabled". For more do's and don'ts refer to the terminology reference chart in **SPP 1.01 – Terminology.**

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that persons with disabilities have communication access that is effective as that provided to persons without disabilities. To be equally effective, an aid, benefit or service need not produce the identical result or level of achievement for disabled and non-disabled persons; it must afford the person to whom it is provided equal opportunity to achieve equal results, gain equal benefit and reach the same level of achievement.

3 SCOPE

- 3.01 This policy applies to all employees and facilities of Applied Systems Technologies Inc. in Ontario.

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4 RESPONSIBILITY

- 4.01 It is the responsibility of managers, immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation
429/07

7 PROCEDURES

- 7.01 **Terminology:** the terminology we use can influence the way we see people and may unintentionally create a negative perception. The words we use can be very powerful. However unintentional, many words used to describe the nature of a disability can be demeaning and disrespectful. Please refer to the terminology chart to assist you in making your communication with or without people with disabilities more successful.
- 7.02 The word “disability” is more appropriate than “handicap” or “handicapped”.
- 7.03 Remember to put people first. It is preferable to say “person with a disability” instead of “disabled person”.

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7.04 **Considering an individual's disability in communication:** A key aspect of communication is taking into consideration the specific needs of an individual. Employees may need to utilize a variety of different techniques to best interact with a person with a disability in order to effectively provide goods and services to that individual.

7.05 To assist people with disabilities to access our services, employees should utilize the following general guidelines:

- a) Treat people with disabilities with the same respect and consideration you offer everyone else.
- b) If you're not sure what to do, ask the individual, "May I help you?"
- c) Ask before you offer to help; don't just jump in. People often have their own way of doing things. Individuals with disabilities know if they need help and how you can provide it.
- d) If you don't know someone or if you are unfamiliar with the disability, it's better to wait until the individual describes his or her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.
- e) Some disabilities are not visible. Take the time to get to know the individual's needs.
- f) Speak normally, clearly and directly. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- g) Be patient; give the individual time to explain him or herself.

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- h) Utilize the materials provided in the Overview of the policy manual to assist you with individual/specific situations, techniques, best practices and alternative communication methods to assist with the provision of goods and services based on the needs of the individual.

- 7.06 We will give careful consideration to whether consultations, meetings and transaction methods are inclusive of people with disabilities.
- 7.07 When organizing meetings, we will make attempts to use facilities that cater to people with a disability; e.g., ramps, handrails, and lifts for people with mobility disabilities.
- 7.08 When organizing consultation meetings, consider the environment available for any person with a disability attending the meeting; e.g., physical access to the building and meeting room, access to toilets, lighting in the room, external noise.
- 7.09 **Publications:** When preparing material intended to be distributed to the public, we will consider the format of the material and its accessibility to the target audience. In particular, we will consider whether alternative formats are required in order to facilitate access by a person with a disability.
- 7.10 Excessive cost can be avoided by carefully targeting the audience. Options for making accessible formats available may include:
- a) Distributing standard formats, and developing and providing alternative formats only upon request.
 - b) Providing a pamphlet or booklet in an accessible format, and supplementary documents upon request.
 - c) Advertising the availability of certain alternative formats. Where only standard formats are distributed, consideration should be given to advertising the availability of alternative formats upon request. Reception and publications staff should be made aware of the availability of alternative formats,

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and particular formats Applied System Technologies Inc. is willing to provide upon request.

- 7.11 One or more of the following formats may be appropriate for development to improve accessibility:
- a) Internet: The Internet is a highly suitable medium for many people with hearing, vision, mobility and manipulatory disabilities. To make the publication most compatible to software that assists people with a disability, it should be posted on the Internet in HTML or ASCII format.
 - b) CD or DVD: Providing information in a portable electronic format may be suitable for people with hearing, vision, mobility and/or manipulatory disabilities.
 - c) Audio cassette, digital audio file, podcast: Audio is used by a wide range of people although it is often targeted to people with vision disabilities. These formats are relatively easy and cost-effective to produce and post.
 - d) Braille: This format is used by people with severe vision disabilities who have learned the Braille alphabet.
 - e) Large and illustrated print: Large print is mainly targeted to person with low vision. It refers to any printed matter that uses a font that is 14 point or larger. Illustrated print is designed to provide a quick visual outline of a message. It is often preferred by people with an intellectual disability, people with some visual disabilities and can also assist people from culturally and linguistically divers backgrounds.
 - f) Easy English: This format is useful if specifically providing information to people with intellectual disabilities or limited reading skills. The information is summarized and expressed in short sentences that each convey a single idea or concept.

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- g) Provide information about events and services in a variety of media (for example, publicize telephone and fax numbers or provide print information).
- h) Provide sufficient notice of events to ensure there is time to arrange transport or other requirements.

7.12 Provide targeted information for people with disabilities, their families, support persons and service providers for no additional charge.

7.13 Ensure all facilities have clear signs that include internationally recognized symbols and indicators for persons with disabilities.

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1 Policy

1.01 Applied Systems Technologies Inc. welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from Applied Systems Technologies Inc. premises, we will ensure that alternative means are available to enable the person with a disability to access our goods and services.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities who are accompanied by a service animal are treated accordingly.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the responsibility of the managers, immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and/or department head is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

5.01 **"Service animal"** is an animal that a person with a disability uses for support. Such use is either readily apparent or is supported by a letter from a physician or nurse.

It may be readily apparent that an animal is a service animal when its appearance or behavior (e.g., wearing a harness or saddle bags) identifies it as a service animal or the owner has a certificate of identification card from a service animal training school. It may also be apparent if a person is using the animal to assist him or her, e.g., opening doors or retrieving items.

Service animals offer independence and security to many people with

STATEMENT of POLICY and PROCEDURE			
	Accessibility Standards	SPP No.	AS 2.03
Section:	Standard for Customer Service	Issued:	Jan 1, 2014
Subject:	Use of service animals	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	2 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

various disabilities. Some laws generally prohibit animals in certain areas, such as food preparation areas. However, service animals are permitted in most public situations. For example, a service animal would not be allowed in a restaurant kitchen, but is allowed in the restaurant itself.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Health Protection and Promotion Act, Ontario Regulation 562,

Sections 59 & 60

Food Safety and Quality Act, 2001, Ontario Regulation 31/05, section 44

7 PROCEDURES

- 7.01 Unless otherwise excluded by law, the customer service standard requires that a person with a disability is permitted to be accompanied by his or her guide dog or other service animal in the areas that are open to the public or third parties. As such, Applied Systems Technologies Inc.'s employees should allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- 7.02 In the event that a law excludes a service animal, the reason why the animal is excluded should be explained to the individual and other reasonable arrangements to provide goods and services should be explored with the assistance of the person with the disability.
- 7.03 Service animals are non-participants and therefore whenever possible should be granted free admission to the goods and/or services being accessed by the person with a disability they are accompanying.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.04
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Use of support persons	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	25 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 Policy

- 1.01 Applied Systems Technologies Inc. is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In the event that a fee is charged in relation to a support person's presence to attend an Applied Systems Technologies Inc.-sponsored event, advanced notice of the fee will be provided.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities who are accompanied by a support person are treated accordingly.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.

- 4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

“Support persons” assist people with disabilities in a variety of ways, by aiding with communication such as an intervener, sign language interpreter or a personal support worker providing physical assistance. The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.04
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Customer service policy on providing goods and service to people with disabilities	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	26 of 176
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

6 REFERENCES and RELATED STATEMENT of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation

429/07

7 PROCEDURES

- 7.01 A person with a disability who is accompanied by a support person will be welcomed at Applied Systems Technologies Inc.'s premises and events with his or her support person.
- 7.02 Access will be in accordance with normal security procedures.
- 7.03 It is important to remember to direct all communications directly to the individual and not the support person.
- 7.04 In some cases a support person may have to agree to rules or requirements that are specific to the kinds of goods or services provided. For example, where confidentiality is important because of the kinds of information discussed, you may require the support person to sign a confidentiality agreement prior to the disclosure of information. A copy of the signed consent should be retained at the Applied Systems Technologies Inc. office.
- 7.05 It may also be necessary to first obtain consent of disclosure from the individual prior to discussing or releasing confidential personal information in the presence of a support person. If the individual uses a different support person for subsequent confidential meetings, a new signed consent may be required. Please refer to the confidentiality consent form for that purpose.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.05
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Disruption of services	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	27 of 3
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

1.01 Applied Systems Technologies Inc. will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative facilities or services, if available. Applied Systems Technologies Inc. will provide notice by posting information in visible places on our premises or on the Applied Systems Technologies Inc. website or by any other method that may be reasonable under the circumstances.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities know when there is a temporary disruption of service.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the responsibility of managers, immediate supervisors, and department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

None

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.05
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Disruption of services	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	28 of 3
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

- 7.01 If a disruption in service is planned and expected, Applied Systems Technologies Inc. should provide notice as far in advance of the disruption as possible as individuals may require considerable time to make alternative arrangements.
- 7.02 If a disruption is unexpected, Applied Systems Technologies Inc. should provide notice as soon as possible after the disruption has been identified.
- 7.03 The notice of disruption should include information about the service that is disrupted, reason(s) for the disruption, the anticipated duration and a description of alternative facilities, services or alternate mechanisms to access the good/services.
- 7.04 Depending on the nature of the disruption, notice may be given by posting the information at a conspicuous place (e.g., on or directly to the side of a washroom door). Other options that may be used include: placing a message on voicemail, posting on the Applied Systems Technologies Inc. website or through direct communication with users of the services in accordance with Applied Systems Technologies Inc.'s practices.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.05
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Disruption of services	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	29 of 3
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

7.05 Generally, disruptions to or of an organization's services, such as during a power outage, do not require this special notice. However, if the disruption has a significant impact on people with disabilities, Applied Systems Technologies Inc. should provide the notice of disruption in an appropriate manner as soon as possible.

7.06 From time to time Applied Systems Technologies Inc. may not have direct control over facilities or services (e.g., one office within a building leased by many businesses). In these circumstances it is recommended that Applied Systems Technologies Inc. endeavor to work with the organization that does have control over the facility/service in order to ensure a notice of temporary disruption is posted.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.06
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Customer feedback policy	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	30 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

- 1.01 Applied Systems Technologies Inc. welcomes feedback as it encourages continuous service improvements. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. A feedback form is prepared and should be used for that purpose.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to implement a process for individuals to provide feedback on how Applied Systems Technologies Inc. provides goods and services to people with disabilities, responds to any feedback and takes action on any complaints/suggestions, as required by the Accessibility Standards for Customer Service. Feedback from our customers gives Applied Systems Technologies Inc. opportunities to learn, improve and acknowledge performance.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the managers and/or immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager and/or immediate supervisors and/or department head is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.06
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Customer feedback policy	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	31 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

5 DEFINITIONS

None

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

7.01 Please use the feedback form template to fulfill the requirements of this policy.

7.02 Feedback can be communicated to Applied Systems Technologies Inc. via telephone, email, mail, online form, verbally in person or any other means that effectively accommodates the person with the disability.

7.03 If an individual indicates that he or she would like a response, Applied Systems Technologies Inc. is responsible for addressing that individual's comments/suggestions in a timely fashion. In some cases, comments may be very specific to one situation. In other cases, comments may be broader and provide an opportunity for enhancing Applied Systems Technologies Inc.'s policies and practices.

7.04 Record feedback received and actions taken.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.07
Section:	Standard for Customer Service	Issued:	Jan 1, 2014
Subject:	Training	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	32 of 4
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

1.01 Applied Systems Technologies Inc. will provide training to all employees, volunteers and others who deal with the public on Applied Systems Technologies Inc.'s behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. Training will be provided as soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- a) The purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the **Accessibility Standards for Customer Service**;
- b) Information regarding Applied Systems Technologies Inc.'s policies, practices and procedures relating to the customer service standards;
- c) How to interact and communicate with people with various types of disabilities;
- d) What to do if a person with a particular type of disability is having difficulty accessing your goods and services;
- e) How to interact with people with disabilities who use an assistive device, service animal or support person;

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.07
Section:	Standard for Customer Service	Issued:	Jan 1, 2014
Subject:	Training	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	33 of 4
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is that Applied Systems Technologies Inc. is required to provide training to all employees, volunteers, contractors, and others who deal with the public on Applied Systems Technologies Inc.'s behalf. Applied Systems Technologies Inc. must also train all others who are involved in the development of policies, practices and procedures.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Standards for Customer Service and this policy, practices and procedure.

5 DEFINITIONS

For the purpose of this policy, employees encompass all of the groups indicated in section 2.01.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.07
Section:	Standard for Customer Service	Issued:	Jan 1, 2014
Subject:	Training	Effective:	Jan 1, 2014
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		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

7 PROCEDURES

7.01 Training includes the following elements:

- a) Review of the purposes of the **Accessibility for Ontarians with Disabilities Act** and the requirements of the customer service standard;
- b) How to interact and communicate with people with various types of disabilities;
- c) How to interact with people with disabilities who use an assistive device, service animal or support person;
- d) How to use the equipment or assistive devices available at Applied Systems Technologies Inc. if applicable;
- e) What to do if a person with a particular type of disability is having difficulty accessing your goods or services;
- f) Information regarding Applied Systems Technologies Inc.'s policies, practices and procedures relating to the customer service standards.

7.02 **Timing of training:** All current employees who work with the public should be trained immediately.

7.03 All new employees who work with the public should be trained as soon as practicable. It is recommended that the training take place within 60 days after commencing employment.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.07
Section:	Standard for Customer Service	Issued:	Jan 1, 2014
Subject:	Training	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	35 of 4
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- 7.04 Current employees who assume new job responsibilities that include interaction with the public should be trained as soon as practicable. It is recommended that training take place within 60 days after commencing these new job responsibilities.
- 7.05 Employees should also be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 7.06 Record when and how the training was done for each employee.
- 7.07 Part of training includes reviewing all Applied Systems Technologies Inc. policies, procedures and practices under the customer service standard (e.g., customer service, assistive devices, communication, service animal, support person, disruption of service, feedback process, etc.)
- 7.08 The training may not be exactly the same for all staff and need not be delivered in the same manner as long as it meets the requirements as outlined above.

8 RECORD KEEPING

- 8.01 Applied Systems Technologies Inc. is required by the customer service regulation to keep a record of all training provided under the AODA and Regulation 429/07. The training records to be maintained include the date on which training was provided, the type of training and participants.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.08
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Documentation and annual filing	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	36 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

- 1.01 Documents required by the Accessibility Standards for Customer Service are available upon request. When providing a document to a person with a disability, Applied Systems Technologies Inc. will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is that, per regulations, Applied Systems Technologies Inc. is required to post a notice that documents required by the customer service standard are available upon request and in a format that takes a person's disability into account.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor, and department head is responsible to ensure all employees are trained under the customer service standard and these policy, practices and procedures.

5 DEFINITIONS

None

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.08
Section:	Customer Service	Issued:	Jan 1, 2014
Subject:	Documentation and annual filing	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	37 of 2
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

6 REFERENCES and RELATED STATEMENTS of POLICY PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

7 PROCEDURES

- 7.01 Applied Systems Technologies Inc. has a template that includes sample text of notification of availability of documentation. The notification will be placed on Applied Systems Technologies Inc.'s website and in a conspicuous place in Applied Systems Technologies Inc.'s facilities.
- 7.02 In determining a suitable format that takes the individual's disability into account, it is recommended that Applied Systems Technologies Inc. work with the individual to determine options in order to provide the document(s) or the information contained in the document(s) in a format that is reasonable and takes the person's disability into account.
- 7.03 More information about alternative formats is available in **SPP AS 2.02 – Communicating with persons with disabilities.**
- 7.04 Note that the release of information may be subject to applicable privacy legislation.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.01
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Statement of organizational commitment	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	38 of 5
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2013.
- 1.02 Applied Systems Technologies Inc. is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act** (AODA) as they are introduced and become law.
- 1.03 Applied Systems Technologies Inc. recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 1.04 Applied Systems Technologies Inc. is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications, employment and to meet the accessibility needs of people with disabilities in a timely manner.
- 1.06 Applied Systems Technologies Inc. is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.01
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Statement of organizational commitment	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	39 of 5
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

- 1.07 Applied Systems Technologies Inc. is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.
- 1.08 Applied Systems Technologies Inc. is committed to promoting values that support relationships between people with disabilities and the organization.
- 1.09 Applied Systems Technologies Inc. is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organizations' strategy to prevent and remove barriers and its requirements under the Integrated Regulation.
- 1.10 Applied Systems Technologies Inc. is committed to the training of all employees, volunteers, persons who deal with customers and the public on Applied Systems Technologies Inc.'s behalf, and persons participating in the development and approval of Applied Systems Technologies Inc.'s policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Applied Systems Technologies Inc. endeavors to provide accessibility and accommodation as prescribed in the AODA.
- 2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in Applied Systems Technologies Inc.'s decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.01
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Statement of organizational commitment	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	40 of 5
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

3 SCOPE

3.01 This policy applies to Applied Systems Technologies Inc.'s:

- Customers
- Employees
- Volunteers
- Applicants for employment with Applied Systems Technologies Inc. who may require employment accommodation through the recruitment, assessment, selection, and hiring process
- Visitors
- Contractors and subcontractors engaged by Applied Systems Technologies Inc.
- Any other third party providing goods, services or facilities on Applied Systems Technologies Inc.'s behalf

4 RESPONSIBILITY

4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

4.03 All employees are responsible for adhering to and following the commitments set out in this policy.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.01
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Statement of organizational commitment	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	41 of 5
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

4.04 All employees of Applied Systems Technologies Inc. are responsible for adhering to and following the commitments set out in this policy.

5 DEFINITIONS

5.01 **“Accessible formats”** may include, but are not limited to, large print, recorded audio, and electronic formats and other formats usable by persons with disabilities.

5.02 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

5.03 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

5.04 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

5.05 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

5.06 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.

5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.01
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Statement of organizational commitment	Effective:	Jan 1, 2014
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5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 3.03 – Self-service kiosks

SPP AS 3.05 – Accessibility and human rights training

7 PROCEDURES

7.01 Applied Systems Technologies Inc. will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulation. Changes to policies, plans and initiatives will be incorporated as required. Applied Systems Technologies Inc. will also report on performance in relation to established accessibility goals and targets.

7.02 If you have questions on this policy, want to provide feedback or have a complaint, contact the Office Manager.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.02
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Multi-year accessibility plans	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	43 of 15
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

1 POLICY

- 1.01 Applied Systems Technologies Inc. will establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.
- 1.02 The multi-year accessibility plan will indicate how Applied Systems Technologies Inc. intends to implement the requirements of the Integrated Regulation within legislated timelines. It will also address the identification, removal and prevention of barriers to people with disabilities in the organization.
- 1.03 Specifically, the multi-year plan will:
- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers
 - b) Set annual goals for specific improvements to accessibility
 - c) Establish action plans for meeting those goals and initiating accountability at various levels
 - d) Seek input and suggestions from the wider organizational community

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to create a workable multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of all customers and employees with disabilities, and provide a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 3.02
Section:	The Integrated Accessibility Standards	Issued:	Jan 1, 2014
Subject:	Multi-year accessibility plans	Effective:	Jan 1, 2014
Issue to:	All manual holders	Page:	44 of 15
		Replaces:	New
Issued by:		Dated:	Jan 1, 2014

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

4.01 It is the responsibility of Applied Systems Technologies Inc. to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.

4.02 It is the responsibility of Applied Systems Technologies Inc. to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.

4.03 It is the responsibility of Applied Systems Technologies Inc. to post the plan in a visible place on the premises and on the corporate website.

4.04 It is the responsibility of Applied Systems Technologies Inc. to provide all information relating to the plan in alternative formats upon request.

4.05 It is the responsibility of Applied Systems Technologies Inc. to review and update the plan at least once every five years.

4.06 It is the responsibility of Applied Systems Technologies Inc. to:

- a) Identify and understand structures, laws, rules, policies, programs, practices and services of, or applicable to, the organization regarding accessibility and barriers to access that people with disabilities may encounter
- b) Ensure the organization meets its obligations under the AODA to develop a multi-year accessibility plan and other requirements

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as required under the law

- c) Develop and implement an accessibility plan that includes, among other things:
 - The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years through consultation with people with disabilities and employees
 - An annual action plan to eliminate barriers as per established standard and priority
- d) Evaluate the progress made toward achieving objectives as per AODA target dates and completion dates
- e) Update the multi-year accessibility plan and make it available to the general public
- f) Communicate all documents (e.g., policies, plans) to members of the organization's staff and ensure they are trained on accessibility issues and the policies and plans as required by law
- g) Prepare and submit the necessary reports and documentation to the organization executives and the government
- h) Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments at least four times a year

5 DEFINITIONS

5.01 **"Accessible formats"** may include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

5.02 **"Accommodation"** means the special arrangements made or assistance

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provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

- 5.03 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.01 – Statement of organizational commitment

SPP AS 3.03 – Purchasing or acquiring goods, services or facilities

SPP AS 3.04 – Self-service kiosks

SPP AS 3.05 – Accessibility and human rights training

7 PROCEDURES

7.01 Multi-year accessibility plan

Applied Systems Technologies Inc. will work to improve accessibility by developing a multi-year accessibility plan that conforms to the Regulation which outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA and its standards.

7.02 Applied Systems Technologies Inc. will report annually on the progress and implementation of the plan, posting this information in an obvious place on company premises and on the company website. The plan will also be provided in alternative formats upon request.

7.03 The multi-year plan must be reviewed and updated at a minimum of once every five years.

7.04 The plan will be publically posted in a visible place.

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7.05 Upon request, the plan will be provided in accessible formats.

7.06 When a person with a disability makes a request for an alternative accessible format or communication support, that person must be consulted as to their needs. The plan must be provided in a timely manner and the cost of providing the plan in an accessible format must not be more than the regular cost charged to other people.

7.07 **Procuring or acquiring goods, services or facilities**

Applied Systems Technologies Inc. will put a process in place to:

- Assess current purchasing/procurement policies, practices and procedures.
- Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.

7.08 **Self-service kiosks**

At this time, Applied Systems Technologies Inc. does not use self-service kiosks, but if Applied Systems Technologies Inc. decides to use a self-service kiosk, it will incorporate accessibility features when designing, purchasing or obtaining these kiosks.

7.09 **Training**

Applied Systems Technologies Inc. will ensure that by January 1, 2016, training is provided to all employees, volunteers, persons who deal with customers and the public on the company's behalf, and to persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the **Human Rights Code** as it pertains to persons with disabilities.

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The type and intensity of training on the requirements of accessibility standards and the **Human Rights Code** will vary according to the duties of the employee, volunteers or others.

Applied Systems Technologies Inc. will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Training will re-occur when there are changes to the accessibility policies.

7.10 **Requirements under the Information and Communications Standard**

Commitment to accessibility policies, practices and procedures

Applied Systems Technologies Inc. will commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.

Applied Systems Technologies Inc. will establish an accessibility policy, procedures and practices for providing accessible information and communications that take into account a person's disability when communicating or providing information. This includes:

- Posting the policy in a visible place on the premises
- Providing the policy in an alternative format upon request
- Ensuring that the cost of providing this policy in an accessible format is not more than the regular cost charged to other people
- Reviewing the policy at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs

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Multi-year plan

Applied Systems Technologies Inc. will include the requirements under the information and communications standard in its multi-year plan, which outlines the organization's strategy to provide accessible information and communications. This includes:

- Assessing barriers to information and communications systems/ platforms.
- Determining the accessibility of the company's information components and systems.
- Establishing a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats.
- Establishing a company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language).
- Providing the plan in accessible format upon request.
- Reviewing and updating the plan at least once every five years.

Emergency procedures, plans, or public safety information

(IASR compliance date(s): All organizations by January 1, 2012; however, this only applies if the organization already has or is required to have emergency procedures, plans or public safety information and if it makes this information available to the public. It does not require the company to create these procedures.)

Applied Systems Technologies Inc., in cooperation with the building manager, will:

- Assess the existing emergency response plan and procedures

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- and any public safety information for barriers to persons with disabilities during an emergency
- Update its emergency procedures to ensure that they can be followed by persons with disabilities and to ensure they meet the needs of persons with disabilities
- Upon request, provide the information in an accessible format or with communication supports as soon as practicable
- Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports
- Provide such information at not more than the regular cost charged to other people
- Review and update these procedures at least once every five years

Feedback

Applied Systems Technologies Inc. will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. This includes:

- When an accessible format is requested, the person making the request is consulted to determine suitability of format
- The public is notified about the availability of accessible formats and communication supports
- Reviewing the policy at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs

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Providing information and communications in accessible formats and with communications support

Applied Systems Technologies Inc. will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. This includes:

- Assessing and reviewing the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in your organization
- Explaining how you plan to produce and deliver alternately formatted material essential to your company and your customers, and what those materials are
- Notifying the public about the availability of accessible formats and communication supports
- Consulting with a person with a disability when alternative accessible formats and communication supports are requested
- Having a process in place for customers to request and to be provided with information and communication in an accessible format and explaining when an accessible format is not feasible
- Posting this information on the company website or in a conspicuous place on the premises
- If the information or communications are unconvertible, upon request, the organization will provide an explanation of why it is unconvertible, and provide a summary of the unconvertible information or communications
- Reviewing this process at least annually or when there are changes to the law or to practices and procedures or when an incident/breach occurs

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Accessible websites and web content

At this time Applied Systems Technologies Inc. does not have a live website. In the future Applied Systems Technologies Inc. will ensure that all new websites and web content comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to Level AA (for all websites and content) by 2021. This includes:

- Conducting an assessment of the organization's website and testing for accessibility
- Committing and planning to make the website accessible and outline the course of actions and timelines needed to achieve web accessibility based on the results of your assessment and compliance with the law
- Developing a web accessibility business case to obtain budget and resources
- Obtaining tools and resources to build or make the website accessible and train the people who will use the software to make the website accessible
- Developing accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA
- Monitoring website accessibility and compliance with the guidelines and the law
- Providing staff training to all employees, volunteers, and persons participating in the development and approval of the company's policies, practices and procedures on website accessibility

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7.11 **Requirements under the employment standard**

Applied Systems Technologies Inc. will include the requirements under the employment standard in its multi-year plan, including the following:

- Workplace emergency response information
- Assessment of barriers in employment
- Support information for new employees
- Accessible formats and communication
- Performance assessment, career development, advancement, and redeployment

Workplace emergency response information

Applied Systems Technologies Inc. will provide individualized workplace emergency response information to employees who have disclosed a disability.

With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The individualized workplace emergency response information will be reviewed:

- When the employee moves to a different location in the organization
- When the employee's overall accommodations needs or plans are reviewed, and
- When the employer reviews its general emergency response policies

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Assessment of barriers in employment

Applied Systems Technologies Inc. will identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.

Recruitment

Applied Systems Technologies Inc. will promote employment opportunities for the designated groups including persons with disabilities.

In job advertisements, specify that accommodation is available for job applicants with disabilities.

Applied Systems Technologies Inc. will inform candidates about the availability of accommodations:

- when called for an interview
- during the selection process
- at the time of job offer
- at orientation

Support information for new employees

Applied Systems Technologies Inc. will inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.

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Applied Systems Technologies Inc. will update information provided to employees as policies change.

Accessible formats and communication

Applied Systems Technologies Inc. will, upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.

Document individualized plans

Applied Systems Technologies Inc. will develop a written process for developing individual accommodation plans for employees with disabilities.

Applied Systems Technologies Inc. will develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.

Performance assessment, career development, advancement, and redeployment

By January 1, 2017, Applied Systems Technologies Inc. will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans:

- When assessing their performance
- In managing their career development and advancement
- When redeploying them

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7.12 Applied Systems Technologies Inc. will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Applied Systems Technologies Inc. will also report on performance in relation to established accessibility goals and targets.

7.13 **Contact information**

If you have questions on this policy, want to provide feedback or have a complaint, please contact the Office Manager to deal with such matters.

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1 POLICY

- 1.01 Applied Systems Technologies Inc. will assess current purchasing and procurement processes, policies, practices and procedures to identify barriers for persons with disabilities.
- 1.02 Applied Systems Technologies Inc. will establish an accessibility policy for purchasing goods and services.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to create an accessibility policy for procuring or acquiring goods, services or facilities, except where it is not practical to do so.

3 SCOPE

- 3.01 Ontario. While Applied Systems Technologies Inc. does not need to comply with this requirement, however considerations about accessibility in decision-making about purchasing goods, services or facilities except where it is not practical will be made.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the purchasing department of Applied Systems Technologies Inc. to:
- a) Identify barriers in the procurement and purchasing processes of goods and services and facilities where applicable.
 - b) Develop, implement or revise existing policies, practices and procedures and maintain policies, practices and procedures governing how the organization is committed to purchasing or acquiring goods and services with accessibility features in mind except where it is not practical.
 - c) If it is impractical to incorporate accessibility criteria and features with respect to a specific procurement or acquisition, an explanation will be provided upon request.

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- d) Consider a multi-year accessibility plan that outlines the organization's strategy to purchasing or acquiring goods and services with accessibility features in mind except where it is not practical.

5 DEFINITIONS

- 5.01 **"Accessible formats"** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.
- 5.02 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.
Accommodation will vary depending on the person's unique needs.
- 5.03 **"Communication supports"** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 **"Communications"** means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.
- 5.05 **"Dignity"** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **"Equal opportunity"** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **"Independence"** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **"Information"** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

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5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.

5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.01 – Statement of organizational commitment

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 3.04 – Self-service kiosks

SPP AS 3.05 – Accessibility and human rights training

7 PROCEDURES

7.01 The assessment of current purchasing and procurement processes, policies, practices and procedures is an ongoing process and must be scheduled at least every year.

7.02 The multi-year accessibility plan should be reviewed and updated at a minimum of once every five years.

7.03 Policies, practices and procedures governing how the organization is committed to purchasing or acquiring goods and services with accessibility features should be reviewed annually or when there are changes to the law or to practices and procedures, or when an incident or breach occurs.

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1 POLICY

1.01 At this time Applied Systems Technologies Inc. does not have self-service kiosks. If ever they are required, our organization will take into account accessibility for persons with disabilities when designing, purchasing or acquiring self-service kiosks.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure that Applied Systems Technologies Inc. will consider accessibility features in the design, purchase and procurement of self-service kiosks if ever kiosks are required in the future.

3 SCOPE

3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario and for all purchasing departments in the organization.

4 RESPONSIBILITY

4.01 It is the responsibility of managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 The purchasing department is responsible to ensure that when a decision to implement and purchase self-service kiosks online or on premises is made, accessibility features will be considered.

5 DEFINITIONS

5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

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- 5.02 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.04 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **“Information”** includes data, facts, and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.

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5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

5.11 **“Self-service kiosk”** is a computer terminal featuring specialized hardware and software designed within a public space that provides access to information and applications for communication, commerce, entertainment and education.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005 Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.01 – Statement of organizational commitment

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 3.03 – Purchasing or acquiring goods, services or facilities

SPP AS 3.05 – Accessibility and human rights training

7 PROCEDURES

7.01 When, where and if applicable, accessibility features will be incorporated when designing, procuring or acquiring self-service kiosks.

7.02 Upon requiring kiosks, the purchasing department of the organization will, at that time, create a multi-year plan to that effect and will indicate which self-service kiosks are being implemented, accessibility features considered and featured in the design of the self-service kiosks and where these self-service kiosks will be located.

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- 7.03 This policy will be revised to include the above information and the public will be notified in a visible place on the premises and such notification will be made available in accessible formats that meet the needs of persons with disabilities.
- 7.04 The purchasing department of the organization will ensure staff is trained on the use and accessibility features of the self-service kiosks if kiosks are implemented.

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1 POLICY

- 1.01 Applied Systems Technologies Inc. will provide training to all employees who deal with customers and the public on Applied Systems Technologies Inc.'s behalf, and practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.
- 1.02 Training will be provided as soon as practical after an individual assumes responsibilities related to the public or a task under the standards.
- 1.03 The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure that Applied Systems Technologies Inc. provides training to all employees who deal with the public on Applied Systems Technologies Inc.'s behalf, as well as all others involved in the development of policies, practices and procedures.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of Applied Systems Technologies Inc. in Ontario.

4 RESPONSIBILITY

- 4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

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4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

5 DEFINITIONS

5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.

Accommodation will vary depending on the person’s unique needs.

5.03 “**Communication supports**” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

5.04 “**Communications**” means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.

5.05 “**Dignity**” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

5.06 “**Equal opportunity**” means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

5.07 “**Independence**” means when a person is able to do things on their own without unnecessary help or interference from others.

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5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.

5.10 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.01 – Statement of organizational commitment

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 3.04 – Self-service kiosks

7 PROCEDURES

7.01 Training includes the following elements:

- a) Review of the purposes of the **Accessibility for Ontarians with Disabilities Act** and Regulations, the **Ontario Human Rights Code** and the requirements of the Accessibility Standards for Customer Service, Information and Communications, and Employment.

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- b) Information regarding Applied Systems Technologies Inc.'s policies practices and procedures relating to the customer service, information and communications, employment standards
- c) How to interact and communicate with people with various types of disabilities in various situations within the organization including employment.
- d) What to do if a person with a particular type of disability is having difficulty accessing your goods or services, information and communications, or employment.
- e) How to interact with people with disabilities who use an assistive device, service animal or support person
- f) How to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities
- g) How to provide the emergency response plan and safety information to persons with disabilities in an accessible format or with communication supports as soon as practical
- h) How to receive and respond to feedback from customers and the public

7.02 All current employees who work with the public or who have tasks or responsibilities under any of the AODA standards should be trained immediately.

7.03 All new employees who work with the public or who have tasks or responsibilities under any of the AODA standards should be trained within 60 days after commencing employment.

7.04 Current employees who assume new job responsibilities or who have task or responsibilities under any of the AODA standards should be trained within 60 days after commencing these new job responsibilities. Training provided shall be as appropriate based on the employee's duties.

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- 7.05 Employees should also be trained on an ongoing basis when changes are made to the policies, practices and procedures and the law.
- 7.06 All Applied Systems Technologies Inc. staff should be provided the mandatory training in-house.
- 7.07 A record of when and how the training was completed will be maintained for each employee.
- 7.08 Part of training includes reviewing all Applied Systems Technologies Inc. policies, procedures and practices for the customer service, information and communications, and employment standards.
- 7.09 The training may not be exactly the same for all staff and need not be delivered in the same manner.
- 8 RECORD KEEPING**
- 8.01 Applied Systems Technologies Inc. is required by AODA Regulations 429/07 and 191/11 to keep training records. The training records to be maintained include the date on which training was provided, the type of training, and participants' names.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 4.02
Section:	Standard for Information and Communications	Issued:	Jan 1, 2014
Subject:	Accessible formats and communication supports	Effective:	Jan 1, 2014
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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the "Integrated Regulation"] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation's definition of an "obligated organization", and must comply with the phased-in requirements beginning January 1, 2017.
- 1.02 Upon request, Applied Systems Technologies Inc. will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.
- 1.03 Applied Systems Technologies Inc. will consult with the person making the request in determining the suitability of an accessible format or communication support.
- 1.04 Applied Systems Technologies Inc. will notify the public about the availability of accessible formats and communication supports.
- 1.05 Applied Systems Technologies Inc. has established procedures relating to accessible formats and communications supports for persons with disabilities and notification procedures for the public about the availability of accessible formats and communication supports.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedures is to address how, in a timely manner, Applied Systems Technologies Inc. will ensure all information and methods of communication to and from a person will be designed to be accessible to Ontarians with disabilities.

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3 SCOPE

3.01 This policy applied to Applied Systems Technologies Inc.'s

- Customers
- Employees
- Contractors and subcontractors engaged by Applied Systems Technologies Inc.

4 RESPONSIBILITY

4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

5 DEFINITIONS

5.01 **“Accessible formats”** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 **“Accessible information and communications”** means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.

5.03 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.

Accommodation will vary depending on the person's unique needs.

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- 5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.
- 5.06 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.07 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.08 **“Extranet website”** means a controlled extension of the intranet, or internal network of an organization to outside users over the internet.
- 5.09 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.10 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.11 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.12 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

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- 5.13 **“Intranet website”** means an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.
- 5.14 **“New internet website”** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- 5.15 **“New intranet website”** means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh.
- 5.16 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.
- 5.17 **“WCAG guidelines”** explain how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or in a web application, including, but not limited to text, images and forms.
- 5.18 **“Web Content Accessibility Guidelines”** means the World Wide Web Consortium recommendation, dated December 2008, entitled Web Content Accessibility Guidelines (WCAG) 2.0.
- 5.19 **“Web Content Accessibility Guidelines”** means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

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Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 4.01 – Committing to and providing for accessible information and communications

SPP AS 4.03 – Feedback process

SPP AS 4.04 – Emergency response procedures, plans or public safety information

SPP AS 4.05 – Accessible website and web content

SPP AS 4.06 – Educational and training resources and materials

SPP AS 4.07 – Training to educators

SPP AS 4.08 – Public libraries and libraries of educational and training institutions

7 PROCEDURES

7.01 Requesting accessible information and communications

Applied Systems Technologies Inc. recognizes that people with disabilities may use alternative methods to access information or services and will endeavor to provide services in an alternative format upon request. Accordingly, it has developed a process and form for customers to request accessible information and communications that meets their needs.

The process is as follows:

- An alternative format can be requested verbally in person, by telephone, fax, mail or by email.
- Employees must ensure these requests are dealt with in a timely manner and that the response fits the need of the person making the request.
- Employees must record and retain all requests received and note when they were made, how they were made, who received the

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request, what was requested, when and how it was dealt with by whom and when, and if the request was dealt with to the satisfaction of the customer.

7.03 Information to which the standard does not apply

Applied Systems Technologies Inc. has identified as unconvertible the following information:

- Logo and established stationery
- Product Labels
- Any information that our organization does not directly control

7.04 Charges for information in accessible formats

Applied Systems Technologies Inc. will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.

7.05 Additional charges for communications supports

Applied Systems Technologies Inc. reserves the right to levy an additional cost for the provision of communication supports needed to access information in accessible formats.

7.06 This policy has been developed to provide accessible services for clients with disabilities. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting the Office Manager. This policy is available in an alternative format upon request.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11 entitled “Integrated Accessibility Standards Regulation” (Integrated Regulation) came into force July 1, 2011. The regulation establishes accessibility standards for information and communications. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization” and must comply with the feedback requirements of the regulation January 1, 2013.
- 1.02 Upon request, Applied Systems Technologies Inc. will provide or will arrange for the provision of accessible formats and communication supports in its feedback processes to ensure that these processes are accessible to persons with disabilities in a timely manner.
- 1.03 Applied Systems Technologies Inc. will notify the public about the availability of this feedback process in accessible formats and with communication supports.
- 1.04 Applied Systems Technologies Inc. encourages and appreciates feedback and comments on the manner in which it provides its information and communications to people with disabilities.
- 1.05 Applied Systems Technologies Inc. has established procedures relating to accessible formats and communications supports for persons with disabilities and notification procedures for the public about the availability of accessible formats and communication supports. Please refer to these policies and notification.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedures is to ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.

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3 SCOPE

3.01 This policy applied to Applied Systems Technologies Inc.'s

- Customers
- Employees
- Contractors and subcontractors engaged by Applied Systems Technologies Inc.

4 RESPONSIBILITY

4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

5 DEFINITIONS

5.01 “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 “**Accessible information and communications**” means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.

5.03 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.

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Accommodation will vary depending on the person's unique needs.

- 5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.
- 5.06 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.07 **“Disability”** means:
- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
 - b) A condition of mental impairment or a developmental disability
 - c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
 - d) A mental disorder
 - e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

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The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

- 5.08 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.09 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.10 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.11 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.12 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- 5.13 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.
- 5.14 **“Web page”** means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

The Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 4.01 – Committing to and providing for accessible information and communications

SPP AS 4.02 – Accessible formats and communication supports

SPP AS 4.04 – Emergency response procedures, plans or public safety information

SPP AS 4.05 – Accessible website and web content

SPP AS 4.06 – Educational and training resources and materials

SPP AS 4.07 – Training to educators

SPP AS 4.08 – Public libraries and libraries of educational and training institutions

7 PROCEDURES

7.01 **Feedback process**

Applied Systems Technologies Inc. has developed a process for customers and the public to provide feedback on how the organization is providing accessible information and communications that meets their needs. That process includes how we respond to such feedback in a timely manner.

The process is as follows:

- Information will be available at our offices inviting users of its services or the public to provide feedback on their experience with or concerns about the information and communications system/platform including all types of company documentations received or used.

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Those wishing to make feedback comments can do so:

- electronically (by email) at
contact@appliedsystemstechnologies.com
- In person and verbally, at our offices at
910 Rowntree Dairy Road Unit 5
Woodbridge, On L4L 5W4
- By telephone at 905-850-7080
- In any other format necessary that meets the need of the person with a disability

- 7.02 Regardless of which process is used to provide feedback, the feedback will always be recorded and tracked.
- 7.03 Employees must ensure these requests are dealt with immediately. Some feedback may, however, require more time to address and may need to be reviewed before an action is taken.
- 7.04 Applied Systems Technologies Inc. will respond to the feedback using the same format in which it was received.
- 7.05 Applied Systems Technologies Inc. will not impose any additional charge for information provided in accessible formats in excess of the regular cost charged to other persons.
- 7.06 Applied Systems Technologies Inc. reserves the right to levy an additional cost for the provision of communication supports needed to access information in accessible formats.
- 7.07 Employees must record and retain all feedback received and note when it was submitted, how it was submitted, who received the feedback, what was

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requested, when and how it was dealt with, by whom and when, and if the feedback was dealt with to the satisfaction of the customer.

- 7.08 This policy has been developed to provide accessible services for clients with disabilities. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided by contacting the Office Manager. This policy is available in an alternative format upon request.
- 7.09 This policy will be available in the corporate office.
- 7.10 This policy is available in an alternative format upon request.

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 4.04
Section:	Standard for Information and Communications	Issued:	Jan 1, 2014
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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11 entitled “Integrated Accessibility Standards Regulation” (Integrated Regulation) came into force July 1, 2011. The regulation establishes accessibility standards for information and communications. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization” and must comply with the feedback requirements of the regulation January 1, 2013.
- 1.02 Applied Systems Technologies Inc. will provide or will make arrangements for accessible formats and information and communication supports of the emergency response plan and safety information when a person with a disability requests them.
- 1.03 Applied Systems Technologies Inc. will make accessible formats and communication supports for the emergency response plan and safety information available in a timely manner and at no additional cost greater than the regular price charged to everyone for the same information.
- 1.04 Applied Systems Technologies Inc. will notify members of the public about the availability of the accessible emergency response plan and safety information.
- 1.05 Applied Systems Technologies Inc. will ensure that all staff involved in assisting customers with disabilities during an emergency response do so in a safe manner. Staff must also ensure that the environment, equipment, information and communications, and tools used during the emergency response are safe, current and in good working condition.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedures is to ensure that Applied Systems Technologies Inc. makes its emergency response procedures, plans

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and public safety information available in an accessible format or with appropriate communication supports.

3 SCOPE

3.01 This policy applied to Applied Systems Technologies Inc.'s

- Customers
- Employees
- Contractors and subcontractors engaged by Applied Systems Technologies Inc.

4 RESPONSIBILITY

4.01 The joint health and safety committee is responsible for:

- Ensuring that policies/procedures incorporate general procedures and considerations for persons that require assistance to evacuate a hazardous environment or emergency situation in accordance with this policy.
- Including this procedure in the review of all general emergency response policies and safety information.
- Reviewing, updating and communicating the general emergency response plan to employees and all customers.

4.02 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.03 Department managers are responsible for:

- Ensuring employees are trained and aware of the general emergency response plan for customers requiring assistance.

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- Being aware of customers with permanent disabilities and/or those who require temporary assistance to evacuate in the event of an emergency.
- Notifying the joint health and safety committee or health and safety representative in order to develop and communicate individual emergency response plans that meet the needs of persons with disabilities.
- Discussing with the person who requires assistance to determine the level of assistance required to evacuate a floor area in the event of an emergency and determining the need to create individualized emergency response plans based on the procedure below to achieve the established emergency procedures for the unit and building.
- Ensuring that all locations designate fire wardens and ensuring the wardens are aware of persons who require assistance and what measures are needed for that person to evacuate the building safely in the event of an emergency.

4.04 Department staff are responsible for:

- Participating in training on the general emergency response plan for customers requiring assistance.
- Assisting those with special needs.
- Following established emergency procedures as required.
- Making sure customers are aware of the general emergency response plan or safety information.

4.05 Customers requiring assistance are responsible for:

- Informing staff that they require assistance in the event of an emergency situation.

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- Requesting an individualized copy of the emergency response plan and/or safety information that will achieve the results intended by the unit and building's established emergency procedures.
- Maintaining communication with staff

4.06 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

4.07 All employees of Applied Systems Technologies Inc. are responsible for adhering to and following the commitments set out in this policy.

5 DEFINITIONS

5.01 **“Accessible formats”** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 **“Accessible information and communications”** means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.

5.03 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.
Accommodation will vary depending on the person's unique needs.

5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

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- 5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.
- 5.06 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- 5.07 **“Customers requiring assistance”** include persons with permanent or temporary disabilities that may affect their ability to evacuate the building safely during an emergency. Examples include, but are not limited to: inability to climb or descend stairs and the inability to hear emergency alarms or seen signs, emergency equipment and evacuation directions.
- 5.08 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.09 **“Disability”** means:
- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
 - b) A condition of mental impairment or a developmental disability
 - c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

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- d) A mental disorder
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

- 5.10 **“Emergency”** includes any unplanned event that can cause death or significant injuries to any person or animal. It can also shut down business, disrupt operations, cause physical or environmental damage or can threaten the organization’s financial standing or public image.
- 5.11 **“Emergency response plan”** is a plan put into effect whenever a crisis, man-made or natural, disrupts operations, threatens life, creates major damage and occurs within the organization’s premises, environments, operations and systems. While it is likely that outside assistance would be available in most large-scale crisis/emergency situations affecting the organization, an organization must be prepared to carry out crisis response and short-term recovery operations on an independent basis.
- 5.12 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.13 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.14 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.15 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.

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5.16 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

5.17 **“Public safety information”** is information intended to prevent and protect the public from significant danger, injury/harm or damage as a result of events such as crimes or natural and man-made disasters.

5.18 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

The Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 4.01 – Committing to and providing for accessible information and communications

SPP AS 4.02 – Accessible formats and communication supports

SPP AS 4.03 – Accessible website and web content

SPP AS 4.05 – Accessible website and web content

SPP AS 4.06 – Educational and training resources and materials

SPP AS 4.07 – Training to educators

SPP AS 4.08 – Public libraries and libraries of educational and training institutions

7 PROCEDURES

7.01 Applied Systems Technologies Inc. will ensure that any emergency response procedures, plans or public safety information made available to the public will be provided in an accessible format and/or with communications supports, upon request, as soon as is practical following the request.

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- 7.02 Applied Systems Technologies Inc. will provide notice to the public of the availability of such accessible formats and/or communication supports for these procedures, plans and information.
- 7.03 When requested to do so, Applied Systems Technologies Inc. will strive to provide these procedures, plan, and information in accessible formats and/or with communications supports in a timely manner, at no greater cost than the regular cost charged to anyone else, and through consultation with the person with a disability who has made the request, in order to determine an accommodation that can meet their communication needs.
- 7.04 If the information cannot be converted into an accessible format, Applied Systems Technologies Inc. will provide the individual who has requested the information with the reason why the information cannot be converted and will offer to provide a summary of the data in an accessible format as determined through consultation with the person who has made the request.
- 7.05 Applied Systems Technologies Inc. asks all individuals who may need assistance in an emergency to identify themselves to the staff. Once an individual has identified themselves, the staff will work with the individual to develop a personal emergency plan that includes specific evacuation procedures, sheltering procedures and means of communication in the event of an emergency in a format that meets the needs of that individual.
- 7.06 Applied Systems Technologies Inc. is committed to training its employees to identify and assist persons who may need assistance in an emergency. If there is an immediate threat on the floor/premises that requires evacuation, the staff will assist persons who require assistance as set out in the emergency response plan and/or safety information.

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7.7 This policy is available in an alternative format upon request.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation's definition of an “obligated organization”, and must comply with the phased-in requirements beginning January 1, 2017.
- 1.02 Upon request, Applied Systems Technologies Inc. will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person’s accessibility needs due to disability.
- 1.03 Applied Systems Technologies Inc. will consult with the person making the request in determining the suitability of an accessible format or communication support.
- 1.04 Applied Systems Technologies Inc. will notify the public about the availability of accessible formats and communication supports.
- 1.05 Applied Systems Technologies Inc. has established procedures relating to accessible formats and communications supports for persons with disabilities and notification procedures for the public about the availability of accessible formats and communication supports.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedures is to address how, in a timely manner, Applied Systems Technologies Inc. will ensure all information and methods of communication to and from a person will be designed to be accessible to Ontarians with disabilities.

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3 SCOPE

3.01 This policy applied to Applied Systems Technologies Inc.'s

- Customers
- Employees
- Contractors and subcontractors engaged by Applied Systems Technologies Inc.

4 RESPONSIBILITY

4.01 Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

5 DEFINITIONS

5.01 **“Accessible formats”** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

5.02 **“Accessible information and communications”** means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.

5.03 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities.

Accommodation will vary depending on the person's unique needs.

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5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them where information is provided, sent, or received.

5.06 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

5.07 **“Disability”** means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- b) A condition of mental impairment or a developmental disability
- c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) A mental disorder
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act, 1997**

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

5.08 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

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- 5.09 **“Extranet website”** means a controlled extension of the intranet, or internal network of an organization to outside users over the internet.
- 5.10 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.11 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.12 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.13 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- 5.14 **“Intranet website”** means an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites.
- 5.15 **“New internet website”** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- 5.16 **“New intranet website”** means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh.
- 5.17 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

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5.18 **“WCAG guidelines”** explain how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or in a web application, including, but not limited to text, images and forms.

5.19 **“Web Content Accessibility Guidelines”** means the World Wide Web Consortium recommendation, dated December 2008, entitled Web Content Accessibility Guidelines (WCAG) 2.0.

5.20 **“Web page”** means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Integrated Accessibility Standards, Ontario Regulation 191/11

SPP AS 4.01 – Committing to and providing for accessible information and communications

SPP AS 4.02 – Accessible formats and communication supports

SPP AS 4.03 – Feedback process

SPP AS 4.04 – Emergency response procedures, plans or public safety information

SPP AS 4.06 – Educational and training resources and materials

SPP AS 4.07 – Training to educators

SPP AS 4.08 – Public libraries and libraries of educational and training institutions

7 PROCEDURES

7.01 Applied Systems Technologies Inc. will proactively assess the company website

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to identify, and ensure online information and communications are accessible for all customers.

7.02 Multi-year accessibility plan

Applied Systems Technologies Inc. will develop a multi year accessibility plan that conforms to the accessible website and web content requirements in the information and communications standard and outlines a phased – in strategy once a website has been established.

7.03 Training

Applied Systems Technologies Inc. will ensure that training is provided to all employees who deal with customers and the public on Applied Systems Technologies Inc.'s behalf.

Training will also include the requirements of the Human Rights Code as it pertains to persons with disabilities.

The training will be appropriate to the recipients' duties. It will be provided as soon as is practical.

Further training will be provided on any changes that may be made to this policy or the requirements.

7.04 This policy is available in an alternative format upon request.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation's definition of an “obligated organization”, and must comply with the phased-in requirements beginning January 1, 2017.
- 1.02 Applied Systems Technologies Inc. is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective employees and employees.
- 1.03 Applied Systems Technologies Inc. is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in its human resources practices, processes, policies and procedures and employment related services.
- 1.04 The commitments in this policy are intended to ensure that accessibility remains a priority in Applied Systems Technologies Inc.'s decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment policy that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities, specifically with regard to the employment standard in the Integrated Regulation.

3 SCOPE

- 3.01 This policy applies to all applicants, prospective employees and employees, and all facilities of Applied Systems Technologies Inc. in Ontario. However, it does not apply to volunteers and other non-paid employees.

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4 RESPONSIBILITY

- 4.01 It is the responsibility of the managers, immediate supervisors, and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor, and department head is responsible to ensure all employees are trained under the employment standards of the Integrated Regulation and this policy, as well as Applied Systems Technologies Inc.'s employment practices and procedures.
- 4.03 Management staff and other staff who have responsibility for recruiting, hiring and employee selection and/or supervise the work of employees of Applied Systems Technologies Inc. will ensure that the provisions in this policy are implemented.

5 DEFINITIONS

- 5.01 **“Accessible formats”** may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities. There are a number of ways to produce information in a format which can be accessed by people who are not able to read printed or electronic documents. What format is used will depend on the type of information, and most importantly the requirements of the audience.
- 5.02 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **“Career development and advancement”** includes providing additional responsibilities within an employee's current position and

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the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of the and, for both additional responsibilities and employee movement, is usually based on merit or seniority or a combination of them.

- 5.04 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that ease effective communications.
- 5.05 **“Disability”**, as defined in the Ontario **Human Rights Code**, means:
- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - b) A condition of mental impairment or a developmental disability;
 - c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - d) A mental disorder; or
 - e) An injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act**.
- 5.06 **“Employee”** means every person who provides services to Applied Systems Technologies Inc. in return for wages.
- 5.07 **“Performance management”** means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

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5.08 **“Persons with disabilities”** are individuals who have a disability as defined under the Ontario **Human Rights Code**.

5.09 **“Redeployment”** means the reassignment of employees to other departments or jobs as an alternative to layoff when a particular job or department has been eliminated by the organization.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005 **Ontario Human Rights Code**

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 3.01 – Statement of organizational commitment

SPP AS 3.02 – Multi-year accessibility plans

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return-to-work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

Recruitment, assessment and selection process

7.01 Applied Systems Technologies Inc. will ensure that in its recruitment practices the public is made aware that it will provide accommodation for applicants with disabilities in its recruitment, assessment and selection process.

7.02 Employees of Applied Systems Technologies Inc. will be made aware that it provides accommodation for applicants with disabilities in its recruitment,

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assessment and selection process.

7.03 When Applied Systems Technologies Inc. selects job applicants for a job selection process, it will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection and that take into account their accessibility needs due to disability.

7.04 When Applied Systems Technologies Inc. makes an offer of employment, it will notify the successful applicant of its policy of accommodating employees with disabilities.

Supports for employees

7.05 Applied Systems Technologies Inc. will inform employees of its policy of supporting employees with disabilities and procedures that provide for job accommodations.

7.06 Applied Systems Technologies Inc. will make this information available as soon as practical to new employees and will provide updated information as policies are revised.

Accessible formats and communication supports

7.07 Where an employee with a disability so requests, Applied Systems Technologies Inc. will consult with the employee to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace and that the employee needs to perform his or her job.

7.08 In determining the suitability of an accessible format or communication as required by 7.07, Applied Systems Technologies Inc. will consult with the employee.

Workplace emergency response information

7.09 Applied Systems Technologies Inc. will ensure that individualized workplace

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emergency response information is provided to employees who have a disability provided the disability is such that individualized information is necessary and the organization has been made aware of the need for accommodation due to the disability. Applied Systems Technologies Inc. will provide the necessary information as soon as practical after becoming aware of the need for accommodation.

- 7.10 If an employee who receives individualized workplace emergency response information requires assistance, Applied Systems Technologies Inc. will, with the consent of the employee, provide such information to the person designated to provide assistance to the employee.
- 7.11 Applied Systems Technologies Inc. will review individualized workplace emergency response information:
- a) When the employee's overall accommodations needs or plans are reviewed
 - b) When the company reviews its general emergency response procedures
- 7.12 Applied Systems Technologies Inc. will ensure that the workplace emergency response information requirements are in place.
- 7.13 Applied Systems Technologies Inc. will provide individual accommodation plans that:
- a) Include, if requested, any information regarding accessible formats and accommodation supports provided
 - b) Include, if required, individualized workplace emergency response information
 - c) Identify any other accommodation to be provided

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Return-to-work process

- 7.14 The return-to-work process required under the AODA does not replace or override any other return-to-work process created as a result of any other statutory obligations under **Workplace Safety and Insurance Act** and requires Applied Systems Technologies Inc. to develop, put in place and document a return-to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Performance management process

- 7.15 In administering performance management processes in respect of employees with disabilities, Applied Systems Technologies Inc. will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans.

Career development and advancement

- 7.16 Where the company provides career development and advancement to its employees, Applied Systems Technologies Inc. will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Redeployment

- 7.17 Where Applied Systems Technologies Inc. has a redeployment process in place, it will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans during the redeployment process.

Training for staff

- 7.18 Applied Systems Technologies Inc. will provide training on this policy, practices and procedures, the employment standards under the Integrated Regulation, and the **Human Rights Code** as it pertains to the duty accommodated to all employees with disabilities.

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7.19 Training will be provided to all employees.

Modifications to this or other policies

7.20 Applied Systems Technologies Inc. is committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on applicants, prospective employees and employees with disabilities.

7.21 Any employment policy of Applied Systems Technologies Inc. that does not respect and promote the dignity and independence of applicants, prospective employees and employees with disabilities will be modified or removed.

7.22 This policy is available in an alternative format upon request.

8 RECORD KEEPING

Applied Systems Technologies Inc. will maintain accurate records and make these records available for inspection as may be required.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the "Integrated Regulation"] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation's definition of an "obligated organization", and must comply with the phased-in requirements beginning January 1, 2017.
- 1.02 Applied Systems Technologies Inc. is committed to transparent and merit based selection in all of its recruiting and hiring decisions. All applicants are given an equal opportunity for employment in compliance with the provisions of the Ontario **Human Rights Code**, the **Accessibility for Ontarians with Disabilities Act**, the Standard for Employment under the Integrated Accessibility Standards Regulation, and any other applicable legislation and/or regulations.
- 1.03 No job applicant or employee will receive less favourable treatment because of their race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy), sexual orientation, age, marital status, family status, disability, record of offences, gender identity and expression, or will be disadvantaged by conditions or requirements which cannot be justified.
- 1.04 The process of recruitment and selection must be fair, systematic, efficient and effective, ensuring equality of opportunity. The criteria for selection should be based on relevant knowledge, skills, attitudes and physical ability to do the job as described in an up-to-date job description and person specification.
- 1.05 Throughout any proceedings under this policy, Applied Systems Technologies Inc. will seek to ensure that confidentiality is maintained. However, this will not preclude the Company from disclosing information where necessary for the discharge of duties or as required by law, nor will this preclude the Company, where appropriate, from disclosing information about any outcome under this policy.

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1.06 Nothing under this policy shall be interpreted to permit Applied Systems Technologies Inc. to hire a person who is not permitted to legally work in Canada.

1.07 **Principles of this policy**

The following principles apply to this policy:

- **Merit** – All selections, appointments, and promotions shall be based on considerations of merit, and ability to perform effectively in a position.
- **Objectivity** – Selection criteria shall be developed in an objective and non-discriminatory manner and must be based on bona fide job-related requirements.
- **Consistency** – Selection systems and procedures will ensure that all candidates are treated in a fair and consistent manner.
- **Equal opportunity** – All recruitment practices and procedures must comply with the Ontario **Human Rights Code**. All internal and external candidates shall receive equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability.
- **Accessibility** – All recruitment practices and procedures must comply with the AODA requirements for developing, implementing and enforcing accessibility standards for internal candidates and external candidates who may have a disability. This includes identifying and removing any barriers that may exist for persons with disabilities to apply for positions; and if qualified, to participate in the interview process.

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2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to ensure consistent and equitable standards for the recruitment, assessment and selection of prospective employees, including persons with disabilities, to create a diverse and qualified talent pool to support current and future business needs.

3 SCOPE

3.01 This policy applies to all applicants, prospective employees and employees, and all facilities of Applied Systems Technologies Inc. in Ontario. However, it does not apply to volunteers and other non-paid employees.

4 RESPONSIBILITY

4.01 It is the responsibility of the managers, immediate supervisors, and department heads to ensure that all employees follow the guidelines set out in this policy.

4.02 Each manager, immediate supervisor, and department head is responsible to ensure all employees are trained under the provisions of the Ontario **Human Rights Code** and the employment standards of the Integrated Regulation and this policy, as well as Applied Systems Technologies Inc.'s employment practices and procedures.

4.03 Management staff and other staffs who have responsibility for recruiting, hiring and employee selection and/or supervise the work of employees of Applied Systems Technologies Inc. will ensure that the provisions in this policy are implemented.

4.04 Management/executives will identify and remove any employment practices or selection criteria that may result in employment barriers for any individual or groups. Such barriers would include any requirement that is not a bona fide occupational requirement, a necessary requirement under a collective agreement or statutory requirement, or a necessary requirement for the effective operation of the company.

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4.05 Management and HR staff will:

- Develop employment policies, procedures, guidelines and tools which promote a fair and equitable process, and support the hiring manager or designate in making the best hiring decision possible
- Provide support to the hiring manager or designate in determining workforce planning requirements and specific recruitment strategies to attract quality candidates
- Ensure that all recruitment activities and staffing decisions comply with statutory requirements, collective agreements, and corporate policies and procedures
- Participate in the recruitment process for difficult-to-fill, contentious or senior positions, as necessary
- Perform candidate screening based on pre-determined objective criteria
- Receive an up-to-date job description from the hiring manager or designate that outlines duties and requisite qualifications
- Review the job description to ensure it is still accurate in terms of duties and requisite qualifications, and consult as required to complete this process
- Post the position as per established procedures
- Ensure accessibility and accommodation is provided as needed for candidates
- Safeguard the privacy and confidentiality of candidate information

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- Advise and support the hiring manager or designate to conduct a fair and equitable selection process as per the principles of this policy, and in accordance with relevant collective agreements, and policies, procedures, and legislation
- Maintain documentation associated with all phases of selection process including collecting relevant information from the hiring manager or designate
- Participate and conduct interview process as needed
- Complete reference checking once consent is received, verify all licenses and professional designations, and confirm if there is a requirement for police background check or credit check
- Make the hiring decision and ensure that the selected hire does not have any conflict of interest
- Extend the offer of employment and seek the required approvals for any provisions outside of policy and/or collective agreements

4.06 Applicants will:

- Carefully read the position's posted requirements and only apply if they have the requisite knowledge, skills, abilities and experience.
- Submit a resume with covering letter to meet the posted closing date, and accurately and fully disclose all related information to allow for an objective determination of knowledge skills and experience.
- Disclose any potential conflicts of interest at the beginning of the selection process.
- Satisfy all employment conditions and provide proof of the qualifications identified on the posting if requested.

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- Consult with Human Resources to disclose and request accommodation, as required, if they have a disability.
- Safeguard and keep confidential any company-related information disclosed during the recruitment process.

5 DEFINITIONS

- 5.01 **“Accessible formats”** may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities. There are a number of ways to produce information in a format which can be accessed by people who are not able to read printed or electronic documents. What format you use will depend on the type of information you have, and most importantly the requirements of your audience.
- 5.02 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that ease effective communications.
- 5.04 **“Conflict of interest”** means a situation in which a member of the selection committee has a conflict of interest in participating in the hiring decision (e.g., they have a significant social or familial relationship with the applicant); or the internal or external candidate has a conflict of interest in applying for a position that may compete with the public interests of the organization. Such competing interests can make it difficult to fulfill his or her duties impartially. Refer to the Conflict of Interest Policy.
- 5.05 **“Disability”**, as defined in the Ontario **Human Rights Code**, means:

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- (a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act**.

5.06 **“Employee”** means every person who provides services to Applied Systems Technologies Inc. in return for wages.

5.07 **“External candidates”** are applicants who are not current employees of Applied Systems Technologies Inc. This includes candidates who may be: contracted as consultants, employed through a special program (e.g., Foreign Skilled Workers Program), co-op students, summer students, employees placed or assigned through an external temporary employment agency, and individuals who have intern or mentoring placements.

5.08 **“Internal candidates”** are applicants who are current employees of Applied Systems Technologies Inc. This group excludes co-op students, summer students, and individuals who have intern or mentoring placements.

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5.09 **“Persons with disabilities”** are individuals who have a disability as defined under the Ontario **Human Rights Code**.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.03 – Return-to-work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

Internal and external candidates

7.01 All internal candidates who have completed their probationary period, and whose performance is in good standing are eligible to apply for posted positions.

7.02 Any internal candidate who has received a “written notice” about their performance in the last six (6) months prior to the posting is ineligible for consideration. Exceptions to this require the approval of the Office Manager; and require a written business case provided by the employee’s immediate manager or supervisor supporting a lateral move to facilitate a better job fit.

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7.03 External candidates who were previous employees may apply for positions provided that they meet the conditions outlined in the eligibility for reemployment policy.

7.04 Subsequent appointments based on previous competitions for the same position can be made only if it falls within six (6) months of the closing date of the competition. Otherwise, the position must be re-posted.

7.05 All candidates must meet the position qualifications to apply.

7.06 If an internal candidate and external candidate are both determined to equally meet all the selection criteria, preference for the selected position shall be given to the internal candidate.

Notice during recruitment

7.07 Applied Systems Technologies Inc. will notify its current employees and the general public about the availability of accommodation for applicants with disabilities in the recruitment process on the job posting.

Recruitment process

7.08 Before recruiting for a new or existing position, the recruiting manager must gather information about the nature of the job. This means thinking not only about the content such as the tasks of the position, but also the purpose, the outputs required by the job holder and how it fits into the organization's structure.

7.09 The recruiting manager must consider the skills and personal attributes needed to perform the role effectively. A job description states the essential and desirable criteria for selection. This is based on a set of competencies identified as necessary for the performance of the job. The job description should be used to inform the criteria you use to short-list applicants. In general, specifications should

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include, at a minimum, details of:

- Skills, aptitude, knowledge and experience
- Qualifications – which should be only those necessary to do the job
- Personal qualities relevant to the job, such as ability to work as part of a team

7.10 A job advertisement should contain the following information:

- The outline requirements of the job
- The essential and the desirable criteria for job applicant's salary range necessary to do the job
- Job tenure (e.g., contract length for a fixed term contract)
- Education, skills, knowledge and experience necessary to do the job
- Closing date
- The availability of accommodation for applicants with disabilities in the recruitment process

7.11 Job postings/advertisements must be inclusive, with careful consideration of the way how people with disabilities are portrayed.

7.12 All advertisements must contain as much information as possible to ensure the correct recruitment group is targeted and reduce unsuitable applications, while remaining as inclusive and as cost-effective as possible.

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- 7.13 All vacancies will be posted on the company internal notice boards. Applied Systems Technologies Inc. is committed to facilitate internal promotions wherever possible as development opportunities for its staff.
- 7.14 Applied Systems Technologies Inc. may, on occasion, decide to restrict advertisement to internal candidates only. Furthermore, junior posts will always be advertised internally in the first instance, to provide continuous development of existing members of staff unless management agrees that this is not appropriate due to the specialist skills required for the post involved.
- 7.15 Vacancies that are restricted to internal candidates only will be clearly indicated as such on the advertisement. All internal candidates will be selected for interview on the same criteria as external candidates. Refer to **Internal and external candidates**, above.
- 7.16 Employees on pregnancy/maternity leave will receive all advertisements for posts advertised during their period of their leaves.
- 7.17 Candidates for all posts will, except on some occasions when a vacancy is restricted to internal recruitment, be asked to submit a resume and covering letter, in order that they can be judged on the basis of comparable information.
- 7.18 When applying for posts, all candidates will be provided with a job description, details of the appropriate conditions of service and details about the company. A brief statement about the appointment procedure will also be provided as well as (if possible) an indication of the date (or week) when interviews will be held. The job description will include a list of the main duties and responsibilities of the post, together with an outline of the qualifications and experience which candidates are expected to possess.

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- 7.19 In drawing up the job description and conditions of service Applied Systems Technologies Inc. will ensure that no job applicant receives less favorable treatment than another on the grounds of disability, as well as race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy), sexual orientation, age, marital status, family status, record of offences, gender identity and expression, and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.
- 7.20 Applicants are encouraged to ask for accommodation for any disabilities as defined under the AODA and whether there are any reasonable adjustments needed for them to attend an interview. All applicants with a disability who meet the essential criteria for a job will be considered on their merits.
- 7.21 Applicants will be required to supply the names and addresses of two people from whom references can be obtained, one of whom should normally be the applicant's current or most recent employer. Only references for short listed candidates will be obtained.
- 7.22 All candidates will be asked to declare whether they have ever been convicted of any criminal offence for which a pardon has not been granted.
- 7.23 Applicants will be required to declare if they are related to any member of staff within the organization. Canvassing of members of the company is not permitted. No manager should be put into a position where he or she is asked to interview a person to whom they are related.
- 7.24 All resumes and covering letters are private and confidential and should only be made available to those directly involved in the recruitment and selection process.

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7.25 All resumes and covering letters will be collated by the recruiting manager for short listing purposes.

7.26 All applications will be considered using the essential and desirable criteria contained in the job description and job advertisement and by assessing application forms against these criteria. An assessment form will be completed by the recruiting manager.

Selection process

7.27 A shortlist of candidates will be drawn up for interview, based entirely on merit and suitability for the post but taking into account the company's responsibilities in relation to the AODA and the Ontario **Human Rights Code**. Other than in exceptional circumstances, reasonable notice will be given to ensure that candidates have sufficient time in order to prepare for and make the necessary arrangements to attend the interview.

7.28 Applicants who are chosen to participate in the selection process will be notified that accommodations are available upon request in relation to the materials and/or processes to be used.

7.29 If an applicant requests an accommodation during the selection process, Applied Systems Technologies Inc. will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

7.30 All short listed candidates will be offered an interview (face-to-face or over-the-phone) as a minimum selection method. All interviews will be with a minimum of two to three interviewers. Telephone interviews should only be used as a first interview in a staged process unless unavoidable.

7.31 Interviewers will encourage candidates to be at ease during the interview, in order that they can give a fair and accurate impression of themselves.

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- 7.32 A set of questions will be agreed by the interview panel in advance and will be developed from the current job description for the post. The panel will seek to develop questions which ask the candidates to give examples of their previous relevant experience.
- 7.33 Candidates will be given every opportunity to view the offices where they will work and ask questions about the company to ensure that they have a full understanding of the post for which they are applying and the way the company operates.
- 7.34 In addition to interviews, a range of other selection techniques may be used. In such circumstances reasonable notice and relevant information will be given to ensure that candidates have sufficient time and information to prepare.
- 7.35 In most cases a combination of assessment methods will be used to inform the decision of the selection committee. The most appropriate combination of assessments methods for the post will be determined by the recruiting manager. Assessment methods available include:
- Presentations
 - Ability and aptitude tests
 - Role play exercises
 - Work sampling
- 7.36 If an applicant requests an accommodation during the selection process, the company must consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

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- 7.37 Once an accommodation has been requested and analyzed, an individual accommodation plan will be drafted and all assessments used must respect and take into consideration the candidate's individual plan.
- 7.38 When making and processing the final selection decision, all appointments will be made strictly on merit and be related to the requirements of the job and considering the individual accommodation plan, if applicable.
- 7.39 Papers relating to the selection process will be kept on file for three (3) months from the date of the appointment. After this date, these papers, other than for the successful candidate, will be destroyed.
- 7.40 Once a candidate has been selected, the terms and conditions to be offered should be agreed between the recruiting manager and the Owners before making an oral offer of employment.
- 7.41 When Applied Systems Technologies Inc. makes an offer of employment, it will notify the successful applicant of its policies for accommodating employees with disabilities.
- 7.42 The recruiting manager will inform the successful candidate orally and will follow up the offer in writing once the individual has orally accepted, even if start date has not yet been agreed. The unsuccessful candidates are informed subsequently in writing. When making an offer of employment, the successful applicant will be notified of the policies for accommodating employees with disabilities.
- 7.43 Following oral confirmation of the preferred candidate's acceptance, a conditional offer of employment including the formal contract of employment will be sent out. Various employment checks may be necessary depending on the position. These may include:
- Employment references

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- Education and qualifications check
- Criminal record check if required
- Permission to work in Canada document check and/or approval, if required

7.44 It is the manager's or recruiting manager's responsibility in collaboration with the HR department to ensure that no recruit commences work before their due diligence reference checks have been made and satisfactory responses received. References should normally be made in writing or email, but those received by telephone will be accepted, provided that a note of the conversation is recorded and placed on file.

7.45 The contract of employment which may be set out in an offer letter, must be accepted and signed before the employee commences work.

Probation

7.46 All appointments are subject to a probationary period of three calendar months. After three months a review meeting will take place between the post holder and their manager/supervisor to discuss progress. At the end of the probationary period, and subject to a satisfactory report by the appropriate department head, employees will be notified whether they have successfully completed their probationary period. The probationary period can be extended by a further three months should the individual's manager consider this appropriate.

Orientation

7.47 Making new recruits feel at home and equipping them for success in their new jobs is a critical part of the recruitment and selection process.

7.48 As soon as practical after they begin employment, new employees will be informed of the company's policies to support its employees with disabilities, including, but

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not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Recruitment monitoring

- 7.49 Applied Systems Technologies Inc. seeks to recruit employees on the basis of their ability and the requirements of the post.
- 7.50 Applied Systems Technologies Inc. wants to ensure that no applicant receives less favourable treatment than another on the grounds of disability, as well as race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy), sexual orientation, age, marital status, family status, record of offences, gender identity and expression
- 7.51 Failure to comply with this policy and its associated procedures may result in appropriate disciplinary measures up to and including termination of employment.
- 7.52 Candidates who do not comply with responsibilities listed above may be disqualified from the selection process.
- 7.53 This policy is available in an alternative format upon request.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements to return employees with disabilities back to work after an injury or illness beginning January 1, 2017.
- 1.02 Applied Systems Technologies Inc. is committed to the provision of workplace rehabilitation that supports and enables injured or sick employees to remain at or return to the workplace to continue the discharge of work duties. This process benefits both the employee and the employer.
- 1.03 Applied Systems Technologies Inc. is committed to:
- Providing a safe and healthy work environment and, in the event of a work-related and non-work related injury or illness that fits the definition of disability under the Ontario **Human Rights Code**, WSIA, and the AODA, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice (when applicable)
 - Trying to facilitate a safe and early return to work of injured and ill employees by identifying duties that are appropriate to their grade and function where possible. These duties will be medically approved (when necessary), time limited (if applicable) or permanent (if the employee can continue to perform the essential duties of the job with or without accommodation)
 - Respecting the confidential nature of medical information and ensuring there will be both verbal and written confidentiality
 - Ensuring all employees are aware that, in the event of injury or illness, they will be consulted to develop their rehabilitation and return-to-work plan that will not disadvantage them

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- 1.04 As part of its disability management program, Applied Systems Technologies Inc. has developed a rehabilitation/return-to-work policy for work-related and non-work related injuries and illnesses. Its purpose is to rehabilitate and return employees to employment at the earliest date following any work and non-work related injury or illness.
- 1.05 This policy is not designed as a substitute for reasonable accommodation under the Ontario **Human Rights Code** found in the Applied Systems Technologies Inc.'s Accommodation policy, part of the company's disability management program.
- 1.06 This policy is not designed as a substitute for re-employment and return-to-work obligations under the **Workplace Safety and Insurance Act** (WSIA).

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to describe the commitment of Applied Systems Technologies Inc. to provide for all sick and/or injured employees. The policy will provide guidelines to managers/supervisors, employees, and HR department on conducting workplace rehabilitation that assists employees affected by work-related and non-work related injuries/illnesses to recover and perform duties for which they are employed. It also supports an early and safe return for the employee who has an illness/injury.

3 SCOPE

- 3.01 This policy applies to all employees of Applied Systems Technologies Inc.

4. RESPONSIBILITY

- 4.01 Applied Systems Technologies Inc. is responsible for:

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- a) Preventing injury and illnesses by providing a safe and healthy working environment
- b) Ensuring that rehabilitation is the normal practice and an expectation in the workplace
- c) Ensuring that rehabilitation commences as soon as possible following an injury or illness and in accordance with medical advice
- d) Implementing a rehabilitation and return-to-work plan that returns an employee to his or her normal duties
- e) Providing suitable duties where practicable, with the aim of returning the employee to normal duties
- d) Consulting with employees and, where appropriate, treating medical practitioners to ensure that the workplace rehabilitation/return-to-work procedures operate effectively and safely
- f) Establishing a team-based consultative approach for workplace rehabilitation/return to work with employees, managers, and supervisors in the development, implementation and evaluation of programs
- g) Ensuring employees are not disadvantaged by participating in workplace rehabilitation programs
- h) Respecting the rights and the confidentiality of employees

4.02 Managers/Supervisors are responsible for:

- a) Accepting rehabilitation/return-to-work practices as part of management/supervisory functions
- b) Educating all employees about this policy and procedures and the disability management program, and what to expect when an injury/illness occurs

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- c) In the case of work-related injuries/illnesses, ensuring that first aid is provided, that the injury is reported in line with the incident reporting procedure and the WSIA, that there is an investigation as to the cause, and that appropriate controls are put in place to prevent recurrence
- e) Ensuring workplace rehabilitation/return-to-work is part of the new employee orientation and training process
- f) Being aware of circumstances where an injured or ill employee may need rehabilitation/return to work
- g) Ensuring the rehabilitation/return-to-work process in the workplace begins as soon as practicable so that the employee's maximum physical, psychological and social potential can be restored
- h) Consulting and advising on the injured or ill employee's capabilities, and negotiating workplace adjustments, support and individual accommodation (e.g., communication, assistive technology, flexible work schedule) in advance of their return to work where appropriate and with the necessary consent of the returning employee
- i) Conducting a return-to-work meeting in accordance with the disability management process, policies and procedures
- j) Seeking additional internal support and advice as appropriate
- k) Ensuring that duties assigned to an employee for a suitable duties program are meaningful and have regard to the objective of the employee's rehabilitation and return-to-work and individual accommodation plans
- l) Monitoring the employee's progress in relation to suitable duties

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- m) Maintaining accurate records of the employee's hours worked and performance reviews
- n) Maintaining confidentiality of information received including appropriate storage and handling

4.03 Employees are responsible for:

- a) Being responsible for preventing work-related injury and illness in line with the requirements of the **Ontario Occupational Health and Safety Act** by adhering to health and safety policies, procedures, practices, and protocols appropriate to their scope of work, required by law, designed to promote safe working and to avoid injury to oneself or others
- b) Seeking appropriate medical treatment (e.g., first aid) in the event of a work-related injury or work risk incident
- c) Actively participating in any rehabilitation/return-to-work process in order to resume normal duties as soon as practicable after illnesses or injury in accordance with medical advice
- d) Where possible, maintaining regular contact with the manager/supervisor with particular emphasis on informing them of any deterioration in condition or unexpected issues
- e) Reporting any injury occurring at work as soon as possible to the manager, following incident reporting procedures, and participating in any follow-up investigation
- f) Advising treating medical practitioners of the availability of a rehabilitation/return-to-work process and asking them to complete the Functional Capacity Form
- g) Encouraging co-workers to support injured/ill employees and informing them of the progress of the rehabilitation/return-to-work process on a "need to know" basis with the injured/ill employee's consent

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- h) Encouraging co-workers to be actively involved in a positive manner wherever possible to support the rehabilitation/return-to-work process

4.04 Managers are responsible for:

- a) Assisting the injured/ill employee to remain at work or return to work, consistent with medical advice
- b) With the employee's consent, obtaining accurate information about the medical condition and limitations that apply to the particular employee
- c) Obtaining written consent from the employee to communicate with relevant health care professionals involved in the employee's care (when applicable)
- d) Obtaining as much information as possible about the employee's role and the essential and marginal tasks of their job. Also, ascertaining what is required for the employee to get to and from the workplace and how they access facilities in their workplace, washrooms, kitchen, etc.
- e) Assessing the individual employee in planning the employee's rehabilitation/return-to-work process
- f) Liaising initially with the treating medical practitioner, where appropriate, explaining the rehabilitation/return-to-work process and seeking his or her input (with the employee's consent)
- g) Obtaining the support of the treating medical practitioner and the employee in completing the Functional Abilities Form
- h) Assessing the injured/ill employee at appropriate intervals to ensure that the employee receives optimal care
- i) Ensuring that employees who are in need of rehabilitation services are referred to appropriate professionals (e.g. physiotherapy, occupational therapy,

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psychological supports, etc.) and working collaboratively with all services

- j) Developing a rehabilitation/return-to-work plan in collaboration with the employee, manager and other professionals
- k) Reviewing employees who return to work with accommodation/restrictions to assess progress and fitness to return to normal duties. Reviewing ongoing restrictions/absences on a three month basis or at other intervals as required by the employee's individual circumstances
- l) Providing confidential support and counselling services to employees who are affected by personal or work-related issues
- m) Delivering high quality rehabilitation/return-to-work services which are integral to the organization's disability management and health and safety practices
- n) Identifying and raising awareness of themes and trends that reflect the particular needs of the workforce and the organization
- o) Providing advice and input with regard to the development of a range of preventative, educational and training programmes
- p) Communicating this policy and what to expect when an illness or injury occurs to all employees
- q) Advising employees of sick leave policies, the attendance management policy and other associated policies

4.05 Rehabilitation professionals (with the consent of employees) are responsible for:

- a) Providing timely intervention, based on assessed needs and in line with best practices

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- b) Engaging in two-way communication with the source of referral and/or the employee's manager on an ongoing basis in relation to strategies required and/or recommendations for rehabilitation/returning to work
- c) Providing reports as indicated or requested in relation to the employee's rehabilitation progress
- d) Participating in case conferences as required
- e) When applicable and appropriate, assessing aspects of the workplace in respect of contributing factors to the employee's condition and making recommendations for changes accordingly

5 DEFINITIONS

- 5.01 **"Accessible formats"** may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities. There are a number of ways to produce information in a format which can be accessed by people who are not able to read printed or electronic documents. What format you use will depend on the type of information you have, and most importantly the requirements of your audience.
- 5.02 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **"Non-work related injuries or illnesses"** mean injuries or illnesses that are not caused by the employee's work or the workplace environment.
- 5.04 **"Reasonable accommodation"** means the employer's obligation to employees and prospective employees to take measures to eliminate disadvantages that result from a rule, practice or physical barrier that has or may have an adverse impact on individuals

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or groups protected under any human rights legislation. An employer is obliged to take appropriate measures to enable a person who has a disability to have access to employment. Accommodation is the responsibility placed on the employer in order to enable the employee to work in a fair environment. The employer must be able to demonstrate that, upon becoming aware of the individual's needs, reasonable accommodation measures were undertaken within a reasonable time frame. What is reasonable will depend on the unique needs of the employee. Under the AODA, accommodation plans must take into account the accessibility needs of employees with disabilities, as well as individual accommodation.

- 5.05 **“Rehabilitation”** means the process of restoration of skills of a person who has had an illness or injury so as to regain maximum self-sufficiency and function in a normal or as near normal manner as possible. This process is restorative, supportive and preventive and is dependent on the integration of all elements required (e.g., medical, physical, functional, occupational, vocational, psychological).
- 5.06 **“Suitable alternative duties”** mean matching pre-injury/illness duties to recovery abilities on a temporary basis.
- 5.07 **“Workplace”** includes, but is not limited to, the physical work site, restrooms, cafeterias, training sessions, business travel, conferences, and work-related social gatherings.
- 5.08 **“Workplace rehabilitation”** is a managed process involving early intervention with appropriate, adequate and timely services based on assessed needs and which is aimed at maintaining injured or ill employees in, or returning them to, suitable employment.
- 5.09 **“Work-related injuries or illnesses”** mean injuries or illnesses sustained in the course of employment and directly related to the employee's occupation at work or the workplace.

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Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.04 – Performance management

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SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

7.01 All work-related injuries and illness must be reported to the immediate manager/supervisor. All employees with non-work related injuries and illness must report their need for accommodation to their immediate manager/supervisor.

7.02 If needed, immediate first aid or medical attention must be provided by the designated first aid attendant.

7.03 The manager should inform the Joint Health and Safety Committee or representative or regarding the employee's illness/injury, if appropriate or required by law, in accordance with the disability management program and this policy or any health and safety policies.

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- 7.04 In the event of a work-related injury or illness, the immediate supervisor/manager shall ensure that a form 7 is filed with the WSIB and where a critical injury (injury of a serious nature that, (a) places life in jeopardy, (b) produces unconsciousness, (c) results in substantial loss of blood, (d) involves the fracture of a leg or arm but not a finger or toe, (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe, (f) consists of burns to a major portion of the body, or (g) causes the loss of sight in an eye) has occurred, the Ministry of Labour will be contacted immediately and the scene of the accident will not be disturbed other than to save life or relieve human suffering; maintain an essential public utility service or a public transportation system; or prevent unnecessary damage to equipment or other property.
- 7.05 The manager will be designated to interview the employee (if required).
- 7.06 Where further information is required, the Joint Health and Safety Committee or representative will liaise with the employee's medical practitioner (with appropriate consent). The employee's medical practitioner may be requested to provide a medical certificate and fill the Functional Abilities Form.
- 7.07 Referral will be made to the relevant medical professional or rehabilitation services (e.g., physiotherapy, occupational therapy, psychological and counselling services).
- 7.08 In consultation with the employee, manager, medical practitioner, rehabilitation service and case manager [or other designated person with the company] a rehabilitation and return-to-work plan with agreed time frames will be developed, and will include:
- The goals of the plan
 - List of duties and restrictions
 - Individual accommodation required (e.g., adjustments to duties,

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- work stations, work hours)
- Communication support and assistive technologies required
- Hours to be worked
- Details of training required
- Anticipated time frame of plan
- Details of pay during the period
- Formal review every three months (or sooner if required)

7.09 The manager, Joint Health and Safety Committee or representative or disability case manager or other designated person or department will maintain good communications between all parties involved, including providing feedback on the rehabilitation and return-to-work plan while maintaining confidential and up-to-date records of the progress of the plan.

7.10 Where it is identified that an employee is not progressing and achieving goals as agreed in the rehabilitation and return-to-work plan, the manager, medical practitioner, disability case manager or other designated person or department will identify areas of concern, seek appropriate additional advice as indicated and amend the plan accordingly.

7.11 Workplace rehabilitation and the return-to-work plan will conclude when the employee resumes all the prescribed duties for the role to which they were appointed. Employees will be in breach of their obligations where they:

- Are considered to gain minimal or no benefit from continued workplace rehabilitation and return-to-work processes
- Fail to engage in rehabilitation and return-to-work processes

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- Fail to comply with recommendations of the rehabilitation and return-to-work plan or any other recommendations made by the rehabilitation and return-to-work team
- Withdraw from the disability management program and rehabilitation and return-to-work plan

- 7.12 In the event that the employee is unable to return to work in his or her former position, a number of alternative arrangements will be discussed with the ill/injured employee. These may include, but are not limited to, retraining, redeployment, accessing short- or long-term disability benefits or retirement.
- 7.13 Where there is a disagreement over the proposed plan offered, discussions will take place with the employee, manager, medical practitioner, disability case manager or other designated person or department [and union if required] to seek a resolution.
- 7.14 Disagreements regarding a medical treatment can be referred to an independent medical practitioner or occupational health consultant in appropriate circumstances.
- 7.15 Training will be provided on this policy for managers, disability case managers, and other designated persons or departments.
- 7.16 A workplace rehabilitation/return to work evaluation will be sent to each employee who was involved in a rehabilitation/return-to-work plan.
- 7.17 This policy is available in an alternative format upon request.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements to return employees with disabilities back to work after an injury or illness beginning January 1, 2017.
- 1.02 Applied Systems Technologies Inc. is committed to removing barriers for employees with disabilities and takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.
- 1.03 The performance evaluation program of Applied Systems Technologies Inc. has been established to enable each employee to receive regular feedback on his or her job performance, to assist him or her to become more effective in his or her position and to inform managers/supervisors of the employee’s career aspirations.
- 1.04 All employees, whether full-time or part-time, are entitled to a periodic review of his or her work with his or her manager or supervisor.
- 1.05 Performance evaluations are intended to address three basic principles:
- a) To record and communicate the abilities and accomplishments of an employee during a given period
 - b) To assist in determining merit increases and future promotions
 - c) To assist employees in planning future objectives and realistic steps for personal growth and development within the organization

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2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to establish clearly-defined requirements for the objective evaluation of performance of all employees. The focus will be on the employee's or volunteer's ability to perform the inherent requirements of the job.

3 SCOPE

3.01 This policy and the procedures outlined herein apply to all positions at Applied Systems Technologies Inc.

4. RESPONSIBILITY

4.01 The management is responsible for reviewing the employee appraisal system at least every year, to improve it or to move to a better system.

4.02 Managers/Supervisors are responsible for conveying to employees how well the employees are doing in their job, and what changes or improvements are expected.

4.03 Managers and supervisors are responsible for ensuring that performance evaluations are conducted as close as possible to the employee's anniversary date.

5 DEFINITIONS

5.01 **"Accessible formats"** may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

5.02 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

5.03 **"Performance management"** means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating

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employee success.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

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SPP AS 5.02 – Recruitment, assessment, and hiring

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SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

7.01 The employee's current manager/supervisor will evaluate each employee who has completed twelve (12) or more months of service at the employee's anniversary of employment.

7.02 Each manager/supervisor must complete an appraisal form and checklist for the completion of the evaluation upon the employee's anniversary month.

7.03 The employee appraisal system must:

- Provide for two-way feedback on work performance and job satisfaction
- Clearly state the expectations of each position, based on the job description
- Identify key performance measures for each position

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- Use self-evaluation as the central tool for assessing past performance
- Have a positive focus geared to improving future performance
- Be based on a process of ongoing constructive feedback and guidance
- Involve a formal interview between each employee and the manager/supervisor at least annually
- Identify individual employee training needs and career development goals
- Include an agreed action plan as a result of the annual interview process, to be written and signed by both parties and implemented over the next year

7.04 The following procedures should be applied during the conduct of performance evaluations:

- a) Ensure that an up-to-date job description is available. This description should be read to be sure the manager/supervisor understands the exact responsibilities of the job. Without so doing, the manager/supervisor may be expecting more or less than the job requires or the employee understands. If the duties being performed differ from the description, the Office Manager/Human Resources should be contacted for a job review.
- b) Ensure that an up-to-date individualized accommodation plan is consulted (if applicable) to ensure that when assessing the employees' performance at work, the accessibility needs of employees with disabilities as well as individual accommodations are taken into account.

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- c) The current review should be compared to the previous ones to measure performance change. Reviews should not be made under time constraints since last minute evaluations may result in an unfair and incomplete assessment.
- d) Performance should be compared against the established job description and mutually agreed-on performance expectations and individual accommodation plan (if applicable).
- e) If no job description exists for a particular job, managers/supervisors should contact the Office Manager/Human Resources to receive assistance in preparing one.
- f) A thorough and unrushed appraisal interview should occur between the manager/supervisor and the employee. The objective of this interview is for both parties to communicate and discuss the employee's job, work, performance evaluation, future goals and objectives relative to performance, and the employee's immediate and future career.
- g) Salary increases that are not related to a promotion are awarded at the discretion of management.
- h) At the discretion of management, annual merit step increases in salary will be based on the employee's work performance during the preceding year, as determined by the manager/supervisor and indicated on the employee's performance evaluation report.
- i) Employees who have reached the maximum step in the position classification schedule, may receive a bonus based on a percentage determined by the company (if so recommended by supervisors on performance evaluation reports).

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- 7.05 Some employees may experience difficulties performing their work to the minimum standards required. In these situations, the manager/supervisor may choose to provide work performance counselling.
- 7.06 The purpose of work performance counselling is to give extra support, guidance and reasonable/individualize accommodation to employees to help them to meet the minimum required standards, and to assess the employee's progress towards those standards.
- 7.07 The counselling should accord with the following principles:
- Use informal discussion initially; moving to formal counselling if the employee's performance does not adequately improve within a reasonable period of time
 - Record formal procedures
 - Identify the problem areas
 - Develop and implement an agreed action plan that includes training, guidance, support and individual accommodation (if applicable) for the employee
 - Review progress – up to three periods of review, no more than one month each, within any 24 month period
 - Maintain confidentiality
- 7.08 An employee who does not reach and maintain the required standards for his or her position after three review periods within a 24 month period may be dismissed for poor work performance.
- 7.09 Any decision to dismiss an employee will be taken by the management with full information of the conducted work performance counselling, and any information the employee wishes to provide.

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- 7.10 An employee who is receiving work performance counselling has the right to a union representative (if applicable).
- 7.11 The Office Manager/Human Resources shall maintain records of the performance evaluations received and shall consult these records prior to the implementation of any incremental salary increase.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements for career development and advancement beginning January 1, 2017.
- 1.02 Career development and advancement applies to all employees and imposes obligations on individuals to develop and on Applied Systems Technologies Inc. to support that development in ways that are consistent with the needs of individual employees as well as the organization’s needs and objectives.
- 1.03 The principles of equal opportunity and reasonable accommodation are essential characteristics of career development and advancement in Applied Systems Technologies Inc.
- 1.04 Career development and advancement needs relate to an individual’s ability to advance within or between jobs and includes activities such as learning additional duties, pursuing opportunities for promotion, exploring other job opportunities using transferable skills and experience, and job skills upgrading.
- 1.05 Career development and advancement will be integrated into the communication of the company’s expectations and the administration of probationary periods for new hires.
- 1.06 Training will be provided for all management and supervisory staff to assist in the successful implementation of career development and advancement policies and procedures. Training will also be available for all staff in key aspects of the planning and development review process.

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1.07 Performance reviews of staff for the purpose of the granting of promotions are part of the career development and advancement program. However, they are not the only vehicle for the development and advancement of staff. The distinction between performance reviews and reviews for career development and advancement is fundamental; the differences between them are such that different procedures must be implemented to achieve the purposes of each.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to establish clearly-defined requirements for the career development and advancement plan of all employees.

3 SCOPE

3.01 This policy and the procedures outlined herein apply to all positions at Applied Systems Technologies Inc.

3.02 All employees, whether full-time or part-time, are entitled to professional support for career development and advancement from their managers and supervisors.

3.03 Performance evaluations in the career development and advancement process are intended to address the following basic principles:

- To assist in determining future promotions
- To assist employees in planning future objectives and realistic steps for personal growth and development and advancement within the organization

4. RESPONSIBILITY

4.01 Applied Systems Technologies Inc. will provide resources to support its career development and advancement policies and programs and shall supplement these

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by seeking support from appropriate external sources of funding when applicable.

4.02 Management and supervisory staff will offer leadership and support for the career development and advancement of employees in their departments/areas.

5 DEFINITIONS

5.01 “**Accessible formats**” may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

5.03 “**Career development and advancement**” includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization, or any combination and which, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return to work

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SPP AS 5.04 – Performance management

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

- 7.01 The employee's current manager/supervisor will schedule staff planning and development review meetings with each employee who has completed twelve (12) or more months of service at the employee's anniversary of employment, or at any other more appropriate times.
- 7.02 The primary purpose of staff planning and development review is to create the best possible conditions in which motivation and development is enhanced. For this to occur, the following further purposes for such meetings as follows:
- To discuss goals, needs, interests, career aspirations, difficulties and problems and to relate these to the appropriate department or designated person
 - To encourage self-review of achievements in the past period
 - To clarify responsibilities, work assignments, and (for general staff) to revise duty statements.
 - To agree on plans for the forthcoming period
 - To determine the actions and forms of support that will be available to achieve the goals for individual accommodation plans and other arrangements
- 7.03 Planning and development review discussions shall be forward-looking and developmental, although past achievements should not be ignored.

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- 7.04 Where any criticism of the performance of a staff member emerges in a planning and development review discussion, it should be accompanied by appropriately detailed suggestions as to how the perceived shortcomings may be overcome and where appropriate assistance might be sought. The notes on the review shall also suggest criteria which can be used to establish whether the proposed improvements have been made.
- 7.05 The Office Manager/Human Resources shall maintain records to the staff planning and development reviews and shall consult these records prior to implementation and any promotion. All documentation relating to the planning and development review process shall be confidential to the staff members and the person conducting the discussion.
- 7.06 Agreements about work assignments, proposed revisions to duty, and plans for professional development activities and possible advancement should be noted to provide a reminder to the manager/supervisor and to the staff member.
- 7.07 Signed copies of the record should be retained by the Office Manager/Human Resources in a secure place and by the staff member.
- 7.08 All planning and development review arrangements and records will be adjusted when needed, when circumstances change, or at least once a year.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements for redeployment beginning January 1, 2017.
- 1.02 Applied Systems Technologies Inc. is committed to avoiding making staff redundant wherever possible. Where it is necessary to make posts redundant, the organization will seek to redeploy staff into suitable alternative vacancies elsewhere in the company. Successfully redeploying staff whose posts are to be made redundant allows the organization to retain valuable skills, knowledge and experience, reduces the cost and time required to fill vacancies and reduces the time needed for induction and training of new staff.
- 1.03 Although Applied Systems Technologies Inc. is committed to seeking to redeploy staff at risk of redundancy it is acknowledged that this will not always be possible.
- 1.04 The redeployment policy outlines the procedures to assist general staff who have at least 12 months of continuous employment with Applied Systems Technologies Inc. and who are displaced from their positions due to redundancy, technological change, organizational change, operational change or lack of funds or as an outcome from a harassment and bullying complaint.
- 1.05 The redeployment policy reflects both the different employment relationships for general staff as well as the ability of the organization to respond to various pressures (i.e., changes which are either internally or externally driven).
- 1.06 This policy is applied only after departments can demonstrate they have explored all other options. The Office Manager/Human Resources, managers and supervisors are available to provide advice on a range of options which may

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be suitable in a given situation. While reasonable efforts will be made by Applied Systems Technologies Inc. to find alternate employment for eligible individuals displaced due to either externally or internally imposed factors, there is no guarantee of continued employment.

- 1.07 This policy will not be an alternative to dealing with underperforming employees.
- 1.08 Employees with a disability who are within the pool for selection for redeployment must not be put at any disadvantage within this process as a consequence of their disability. The organization will make the appropriate adjustments to ensure that equal consideration is given. More generally, the organization will ensure that no discriminatory criteria are used which infringe the Ontario **Human Rights Code** and the Accessibility **for Ontarians with Disabilities Act (AODA)**.
- 1.09 Applied Systems Technologies Inc. will provide resources to support its redeployment policies and programs and shall supplement these by seeking support from appropriate external sources of funding when applicable.
- 1.10 Applied Systems Technologies Inc. will provide appropriate professional support for redeployment of staff.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to establish clearly-defined requirements for the redeployment of affected employees.

3 SCOPE

- 3.01 This policy and the procedures outlined herein apply to all positions and all employees at Applied Systems Technologies Inc.

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4. RESPONSIBILITY

- 4.01 For each eligible employee requiring redeployment to another position, the Office Manager/Human Resources, managers, and supervisors, will facilitate discussion with department heads, managers and supervisors. The parties concerned will review the suitability of each displaced employee and will negotiate an agreement outlining the steps to transfer the selected employee from one department to the other, including: transfer dates, training requirements, and other related issues. If no agreement can be reached between the two departments, the Owners in consultation with the Office Manager/Human Resources will have the authority to appoint a displaced individual to a vacant position if deemed appropriate.
- 4.02 The affected employee will be notified of developments, asked for input on options and be expected to assist in an appropriate manner.

5 DEFINITIONS

- 5.01 “**Accessible formats**” may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.
- 5.02 “**Accommodation**” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 “**Affected employee**” is an employee who has been informed in writing that his or her services may no longer be required because of redundancy situation or similar situation.
- 5.04 “**Redeployment**” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return to work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

7.01 There are a number of reasons staff may trigger the redeployment process. This may be where an employee is identified as at risk of redundancy as a result of organizational change or end of funding, or from a recommendation for medical redeployment, as an outcome from a harassment and bullying complaint, or other reasons, as agreed with Human Resources. The same principles and process will apply in consideration for redeployment, although different outcomes and timescales may apply.

7.02 The process starts with a formal meeting, where the employee will be informed they are a redeployee and subject to the redeployment policy. They will be given an overview of the redeployee's rights and responsibilities in this policy. If redeployment to a suitable alternative post is identified at this stage, this will also be discussed. Any accommodation or individualized plan or request for accommodation will also be discussed and considered at this stage.

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7.03 The redeployee will be asked to confirm the type of job that he or she would be prepared to consider. Redeployment will be constrained to either posts at the same or a lower grade. This procedure is not a route to career progression as this would give redeployees unfair access to vacancies before they are advertised. Part time staff are entitled to apply for full time posts and vice versa.

Consideration for suitable posts

7.04 Redeployees wishing to be given priority consideration for a vacant post should advise the Office Manager/Human Resources.

7.05 Applied Systems Technologies Inc. will consider redeployees that are identified as a potential suitable match for any vacant positions. The same requirements of fairness and due process listed in the Recruitment, selection and hiring policy apply to internal and external interviews. Redeployees will be assessed for their appointability against the essential criteria for a role in the job description. Recruiting managers will consider the transferable skills from the redeployee along with any other information in order to assess the redeployee's ability to carry out the role. Exceptionally, there may be skills that the redeployee does not possess but could be reasonably attained in the trial period and this must be taken into account when considering selection. The redeployee's individual accommodation plan must also be considered in the selection process. Recruiting managers must provide feedback to redeployee applicants not invited for interview. The redeployee may query, via Human Resources, any posts they are not invited to be interviewed for stating why they believe they do meet the essential criteria.

7.06 If one or more redeployee matches the job description of the vacant post (i.e. they are deemed to be potentially appointable), the recruiting manager shall call them for an interview. Any concerns or issues that arise must be reviewed and discussed with Human Resources before an appointment decision is made. If the redeployee is not considered to meet the essential criteria for an appointment, the redeployee will be given written feedback. A redeployee may also query this decision with Human Resources if they believe that the interview process was unfair.

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7.07 If a redeployee is offered suitable alternative employment and does not wish to accept the post they must outline in writing the reasons why they do not consider the post to be suitable. These reasons will be reviewed by Human Resources. Where it is agreed that the post is not suitable the redeployee will return to the redeployment pool (if applicable).

Trial periods

7.08 The post will initially be offered on a trial period to enable the redeployee, Human Resources, and manager/supervisor to assess whether the redeployee is, in practice, suitable for the post. This trial period will normally last 8 weeks. In some circumstances it can be agreed to last only 4 weeks where there is a very close match or a decision can be made in a shorter time period. The employee's notice period will be placed on hold (up to a maximum of 8 weeks) during the trial period. In exceptional circumstances the trial period can be extended to a maximum of 12 weeks by mutual agreement.

7.09 The manager/supervisor should meet with the redeployee at the beginning of the trial period to outline expectations while considering individual accommodation plan if applicable, what is being assessed and how it will be assessed. The redeployee should also discuss any concerns they may have. They should continue to meet on a weekly basis in the trial period to review and discuss progress. This will help both parties to assess whether the redeployee is suitable for the post.

7.10 If after the trial period the redeployment is considered unsuccessful, the redeployee will be entitled to re-enter the redeployment process. Feedback will be given as to the reasons why the trial period was unsuccessful.

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Assimilation to posts

- 7.11 The aim of this procedure is to offer staff suitable alternative employment in some situations such vacancies may not be available. Employees are entitled to accept alternative employment at a lower salary / grade point, including reducing their hours of work. Where a redeployee is deployed into a post of a lower grade they will normally be paid at the maximum point of the grade of the new post. Any changes in terms and conditions of the new post will then apply.

If redeployment is unsuccessful

- 7.12 Where notice has been given, if the redeployee has not been successfully redeployed by the end of their period of notice the redeployee will be dismissed under the terms of their notice. If the employee is entitled to additional notice under the employee's employment contract or by law, this will be provided to the employee upon termination.

Monitoring and equal opportunities

- 7.13 The implementation of this policy will be monitored for discrimination (whether direct or indirect) under the prohibited ground under the Ontario **Human Rights Code** because of their race, colour, ancestry, creed (religion), place of origin, ethnic origin, citizenship, sex (including pregnancy), sexual orientation, age, marital status, family status, disability, record of offences, gender identity and expression; and under the requirements found in the employment standard under the AODA.

Record keeping

- 7.14 Human Resources shall maintain records of staff redeployment. All documentation relating to the redeployment process shall be confidential to the staff members and the person conducting the process.
- 7.15 In particular, redeployment agreements and individual accommodation plans should be noted to provide a reminder to the manager/supervisor and to the staff member.

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Signed copies of the records should be retained by the Office Manager/Human resources in the staff member's personnel file and by the staff member.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements for accessible information and communications support beginning January 1, 2017.
- 1.02 Where an employee of Applied Systems Technologies Inc. requests it, the organization will consult with the employee to arrange for the provision of accessible information and communication supports for information that is needed to perform the employee’s job, and information that is generally available to employees in the workplace.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to establish clearly-defined requirements for accessible formats and communication supports for affected employees.

3 SCOPE

- 3.01 This policy and the procedures outlined herein can apply to all employees of Applied Systems Technologies Inc.
- 3.02 The procedures apply to all materials and communications produced by Applied Systems Technologies Inc. for release to employees whether produced in house or on behalf of the organization. It does not apply to unconvertible information and information that the organization does not control directly or indirectly through a contractual relationship.

4. RESPONSIBILITY

- 4.01 Applied Systems Technologies Inc. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

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- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace.

4.02 Applied Systems Technologies Inc. will strive for each materials and communications to be produced in such a way as to reduce barriers in the original document. Adaptation to another format can be accommodated easily and quickly when accessibility is considered from the start and during the development.

4.03 All management or supervisory staff will consult with their employees who have 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.

5 DEFINITIONS

5.01 **"Accessible formats"** may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

5.02 **"Accessible information and communications"** means considering accessibility and all ability levels when planning information and communications, and giving people adequate time to process and reply to information provided.

5.03 **"Accommodation"** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

5.04 **"Communication supports"** may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language, and

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other supports that facilitate effective communications.

- 5.05 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.06 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.07 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.08 **“Extranet website”** means a controlled extension of the intranet, or internal network of an organization to outside users over the internet.
- 5.09 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.10 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.11 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternative measure is necessary to enable the individual to access goods or services.
- 5.12 **“Internet website”** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- 5.13 **“Intranet website”** means an organization’s internal website that is used to privately and securely share any part of the organization’s

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information or operational systems within the organization and includes extranet websites.

- 5.14 **“New internet website”** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.
- 5.15 **“New intranet website”** means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh.
- 5.16 **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.
- 5.17 **“WCAG guidelines”** explain how to make web content more accessible to people with disabilities. Web content generally refers to the information on a web page or in a web application, including, but not limited to text, images and forms.
- 5.18 **“Web Content Accessibility Guidelines”** means the World Wide Web Consortium recommendation, dated December 2008, entitled Web Content Accessibility Guidelines (WCAG) 2.0.
- 5.19 **“Web page”** means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005
Ontario Human Rights Code
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SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return to work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.08 – Documented individual accommodation plans

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

Notification

7.01 Applied Systems Technologies Inc. will advise employees of the availability of accessible formats and communications supports.

Processing requests

7.02 Requests for an accessible format or communication support can be received in person by phone or through electronic formats such as emails by way of the employee's manager/supervisor.

7.03 Upon receipt of a request, the manager/supervisor in consultation with the employee making the request, will provide or make arrangements to provide the accessible format and communication supports that meet the need of the employee in question.

Timeframe

7.04 Accessible formats and communication supports shall be provided in a timely manner, taking into account the employee's accessibility needs.

7.05 The timeframe for the conversion process of a document into an accessible format, or the provision of a communication support, can vary depending on the media chosen, the size, complexity, quality of source documents, and the number

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of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.

- 7.06 If the document being requested is the subject of a consultation or review or has a set timeframe for comment, the timeframe for document conversion and distribution must be taken into consideration.
- 7.07 Once the appropriate format or support is determined with the requestor, the manager/supervisor will provide or arrange for the provision of the accessible formats and/or communication support for persons with disabilities with the appropriate operational staff.
- 7.08 If the manager/supervisor and/or operational staff determine that information is unconvertible, they will provide the employee requesting the information or communication with:
- a) a written explanation as to why the information or communications are unconvertible; and
 - b) a summary of the unconvertible information or communication
- 7.09 Supervisors and managers shall monitor current practices to ensure compliance.

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Manual:	Accessibility Standards	SPP No.	AS 5.08
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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements for documented individual accommodation plans beginning January 1, 2017.
- 1.02 Provided a person with a disability is able to perform the essential duties of their own job or other available work and requests accommodation in order to do so, Applied Systems Technologies Inc. will try to accommodate that person.
- 1.03 As soon as practical after the employee has been hired, Applied Systems Technologies Inc. will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.
- 1.04 Applied Systems Technologies Inc. will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to state Applied Systems Technologies Inc. commitment to the prevention and removal of barriers to people with disabilities, to the accommodation and support of persons with disabilities and to establish processes by which persons with disabilities may request accommodation.

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3 SCOPE

3.01 This policy applies to all employees of Applied Systems Technologies Inc.

4. RESPONSIBILITY

4.01 Each manager/supervisor is responsible for ensuring the principles outlined in this Statement of Policy and Procedure are adhered to throughout all business activities.

5 DEFINITIONS

5.01 **“Disability”** means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental retardation impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the **Workplace Safety and Insurance Act, 1997**.

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6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return to work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

SPP AS 5.09 – Workplace emergency response information

7 PROCEDURES

7.01 During the recruitment process, Applied Systems Technologies Inc. shall notify job applicants and the public about its commitment to accommodate those with disabilities, and shall advise those selected for an interview that accommodation is available upon request. If a selected applicant requests an accommodation, Applied Systems Technologies Inc. shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

7.02 Successful applicants and employees shall be notified of Applied Systems Technologies Inc.'s policies regarding accommodating employees with disabilities as soon as practical after their employment begins and whenever a change in policy takes place.

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7.03 Employees who wish to raise a potential accommodation issue shall do so by submitting a request for accommodation to their immediate manager. The request shall:

- Describe the condition or circumstances causing the accommodation issue
- Describe, in detail, the accommodation sought to address the need

7.04 To facilitate the assessment and determination of the accommodation, the employee is required to participate in the development of the accommodation plan and provide relevant medical information to Applied Systems Technologies Inc. Employees seeking accommodation are expected to provide their fullest cooperation in providing any information or medical assessments relevant to determination of the accommodation request.

7.05 The manager will assess the accommodation issue in light of the information provided and the individual needs of the employee. During the assessment phase, Applied Systems Technologies Inc. reserves the right to require further information, including relevant medical information or opinions that will assist Applied Systems Technologies Inc. to determine if accommodation can be achieved and how it can be achieved. Applied Systems Technologies Inc. may request that the employee participate in a formal needs assessment by a qualified medical practitioner or other trained professional, in order to assist in determining what accommodation is needed, how much it will cost, and how it can be provided. The employee may request the participation of a bargaining agent, in the case of a bargaining unit employee, in the development of the accommodation plan.

7.06 Applied Systems Technologies Inc. will provide the individual accommodation plan in a format that takes into account the employee's needs due to disability.

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- 7.07 The manager will finalize a decision regarding the accommodation issue. The manager shall notify the employee in writing or other format as required by the employee's disability, the decision and the reason(s) for the decision.
- 7.08 If the employee is not satisfied with the written decision regarding the request for accommodation, the employee may appeal the decision to the Office Manager/Human Resources for further review. The decision of the Office Manager/Human Resources shall be final and binding upon the parties.
- 7.09 Applied Systems Technologies Inc. shall ensure that the employee's personal medical information shall be kept confidential and only disclosed to those necessary in the assessment and development of the accommodation in accordance with the privacy policy.
- 7.10 Applied Systems Technologies Inc. shall provide individualized workplace emergency response information to disabled employees who require it, and to any person designated to assist the disabled employee, with the consent of the disabled employee.
- 7.11 Employees who are absent from work due to their disabilities shall participate in the development of a return-to-work process which includes the development of an individual accommodation plan. Employees who require and accommodation in order to return to work shall submit a request for accommodation in accordance with paragraph 7.03 above.
- 7.12 Accessibility needs of employees and individual accommodation plans will be taken into account when managing an employee's performance, career advancement or opportunities for redeployment.
- 7.13 Applied Systems Technologies Inc. will review the employee's individualized accommodation plan when the need arises. This may include: when the employee changes to a new role or position, when the employee is having performance issues, when the employee requests further accommodation, and when Applied Systems Technologies Inc. reviews this policy and related accessibility policies.

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7.14 All employees and volunteers will be provided with adequate training with respect to the Ontario **Human Rights Code**, the **Accessibility for Ontarians with Disabilities Act, 2005** and the accessibility standards required thereunder.

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1 POLICY

- 1.01 Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for employment. Applied Systems Technologies Inc. is included in the regulation’s definition of an “obligated organization”, and must comply with the phased-in requirements for workplace emergency response information beginning January 1, 2017.
- 1.02 In any emergency or business interruption, Applied Systems Technologies Inc. has a responsibility to ensure the safety of its employees and to manage emergencies and business interruptions to minimize loss and inconvenience to all concerned.
- 1.03 An employee who has a disability shall be provided with individualized workplace emergency response information if the disability is such that the individualized information is necessary and Applied Systems Technologies Inc. is aware of the need for accommodation due to the employee’s disability. If an employee who receives individualized workplace emergency response information requires assistance, with the employee’s consent, Applied Systems Technologies Inc. shall provide the workplace emergency response information to a person designated by Applied Systems Technologies Inc. to provide assistance to the employee.
- 1.04 The management team is responsible for assessing risks to Applied Systems Technologies Inc., its employees, equipment and data, and for developing strategies and procedures to minimize and/or prevent losses from the identified risks.
- 1.05 **Health-related emergencies**
- a) In the event of a public health quarantine, affected employees are required to adhere to public health directives.

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- b) In the event of declared emergency which is health-related, Applied Systems Technologies Inc. reserves the right to place any employee on mandatory leave if the employee attends at the workplace after being exposed to an individual with an illness or disease related to the declared emergency or the employee shows symptoms associated with the declared emergency. The employee will be required to remain on leave until he or she can produce a doctor's certificate stating that the employee is fit to work.
- c) Employees are expected to follow procedures established by the management team in order to reduce the spread in the workplace of any infectious disease or illness, including, but not limited to, hand washing, cough and sneeze etiquette, and holding virtual meetings instead of in person.

1.06 Subject to paragraph 7.08 of this policy, an employee may be entitled to unpaid Emergency Leave, Declared Emergencies for the duration of a declared emergency under the **Emergency Management and Civil Protection Act**. Any Emergency Leave, Declared Emergencies taken under this provision is in addition to any personal emergency leave to which the employee may be entitled under Personal Emergency Leave.

2 PURPOSE

2.01 The purpose of this Statement of Policy and Procedure is to establish protocols and procedures which help to protect the health and safety of employees, to prevent damage to business assets, and to minimize business losses stemming from unforeseen events, civil emergencies and business interruptions.

3 SCOPE

3.01 This policy applies to all employees of Applied Systems Technologies Inc.

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4. RESPONSIBILITY

4.01 The management team is responsible for establishing an Emergency Plan to be developed, and communicated to all employees. Additionally, senior management is responsible for determining if and when any worksite evacuation may be advisable and for ordering such an evacuation, if deemed necessary.

4.02 The responsibilities of the management team include but are not limited to:

- Conducting a full risk assessment and business impact analysis of the premises of Applied Systems Technologies Inc. and its susceptibility to declared emergencies, other emergency situations and serious business interruptions
- Developing and communicating an Emergency Plan and ensuring the manager and employees in each department are trained and knowledgeable about those plans
- In conjunction with fire and safety professionals, planning fire safety and evacuation procedures for all employees, and ensuring employees are trained in those procedures
- Ensuring employees have easy and rapid access to emergency telephone contact numbers
- In conjunction with information technology (IT) professionals, ensuring the security of computer systems and data, using anti-virus, firewall and back-up procedures. This includes ensuring all employees with access to computers are trained to perform any necessary procedures to maintain data security
- In conjunction with management personnel, collecting essential data regarding business equipment, finance and banking arrangements, computer systems, suppliers, clients, and key personnel in order to create a disaster management procedure.

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- Ensuring adequate emergency supplies are on hand at the work place
- Working with all supervisors to ensure key employees have a back-up employee who can act in the absence of the key employee
- Advising senior management regarding possible insurance requirements to ensure adequate coverage in the event of an emergency
- Establishing strategies for communicating relevant information about an emergency or business interruption to employees
- Determining the potential impact of a declared emergency on business and developing strategies to respond to those impacts
- Determining and implementing strategies to minimize risk to employees, clients and the public during an emergency situation
- Communicating with local authorities to maintain the most current information available on the status of a declared emergency
- Determining protocols for enhanced cleanliness practices at the workplace during a health-related emergency or a health quarantine
- Following-up and maintaining up-to-date status reports on emergency situations including statistics related to employee sickness or absenteeism
- Reviewing and updating Emergency Plan once a year, making any changes deemed necessary

4.03 Managers are responsible for ensuring employees within their jurisdiction are familiar with the Emergency Plan and receive appropriate training consistent with the requirements of those plans.

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4.04 All employees are responsible for following the protocols set out by management team or public authorities.

5 DEFINITIONS

5.01 **“Declared emergency”** means an emergency declared under section 7.0.1 of the **Emergency Management and Civil Protection Act** and includes a quarantine declared by a Medical Officer of Health under the **Health Promotion and Protection Act**.

5.02 “Emergency” includes any unforeseen occurrence, such as fire, power failures, bomb threats, armed attacks, toxic spills, natural disasters, accidents, injuries, or other business interruptions which result in a partial or total shutdown of business operations.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Emergency Management and Civil Protection Act

Employment Insurance Act (Canada)

Employment Standards Act, 2000

Personal Information Protection and Electronic Documents Act (Canada)

SARS Assistance and Recovery Strategy Act, 2003

Workplace Safety Insurance Act

Integrated Accessibility Standard Regulation (O.Reg.191/11)

SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment

SPP AS 5.02 – Recruitment, assessment, and hiring

SPP AS 5.03 – Return to work

SPP AS 5.04 – Performance management

SPP AS 5.05 – Career development and advancement

SPP AS 5.06 – Redeployment

SPP AS 5.07 – Accessible formats and communication supports

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SPP AS 5.08 – Documented individual accommodation plans

7 PROCEDURES

- 7.01 The management team shall conduct a risk assessment as soon as possible and prepare an Emergency Management Plan for Applied Systems Technologies Inc.'s work site. Recommended emergency prevention measures shall be implemented forthwith by Applied Systems Technologies Inc. and/or the respective department manager/supervisor.
- 7.02 The management team shall ensure recommended employee training programs are implemented, including periodic updates and refresher sessions to all employees.
- 7.03 In the aftermath of an emergency or business interruption, the management team shall review and revise emergency procedures, as necessary/
- 7.04 In the event of an emergency, all employees must follow the procedures set out in the Emergency Plan for evacuation, business preservation and recovery.
- 7.05 Fire drills and/or building evacuation drills shall be conducted once a year.
- 7.06 Each employee shall be provided with an Emergency Telephone Contact List.
- 7.07 An employee who has been provided with an individualized workplace emergency response information shall have that information reviewed:
- When the employee's overall accommodations needs or plans are reviewed; and
 - When Applied Systems Technologies Inc. reviews its general emergency response policies

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7.08 In the event of a declared emergency, the management team shall ensure that appropriate protocols and procedures are in place and communicated to the appropriate personnel.

7.09 During a declared emergency, all employees are required to adhere to any emergency order issued by the appropriate authorities including, but not limited to, travel restrictions, evacuations, public health orders, or any other orders related to the declared emergency. Otherwise, employees are required to follow the protocols and procedures of the management team when in the workplace.

Emergency Leave, Declared Emergencies

7.10 An employee is entitled to unpaid Emergency Leave, Declared Emergencies if the employee will not be performing the duties of his/her position because of an emergency declared under section 7.0.1 of the **Emergency Management and Civil Protection Act** and,

- a) Because of an order that applies to the employee made under section 7.0.2 of the Emergency Management and Civil Protection Act;
- b) Because of an order that applies to the employee made under the **Health Protection and Promotion Act**;
- c) Because the employee is needed to provide care or assistance to: the employee's spouse, a parent, step-parent or foster parent of the employee or the employee's spouse, a child, step-child or foster child of the employee or the employee's spouse; a grandparent, step-grandparent, grandchild or step-grandchild of the employee or of the employee's spouse; the spouse of a child of the employee; the employee's brother or sister' a relative of the employee who is dependent on the employee for care or assistance.

7.11 Employees who take Emergency Leave, Declared Emergencies shall notify their immediate supervisors as soon as possible of their intention to take the leave, the reason for taking the leave, and shall provide Applied Systems Technologies Inc. with periodic updates regarding their expected return date.

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- 7.12 The leave may last as long as the employee is not performing his or her duties because of the emergency declaration, but the entitlement ends when the declared emergency is terminated.
- 7.13 Applied Systems Technologies Inc. may require an employee who takes leave under this section to provide evidence at a time that is reasonable in the circumstances that the employee is entitled to the leave.
- 7.14 The entitlement to leave under this section is in addition to the entitlement to a Personal Emergency Leave.
- 7.15 All notices, certificates, correspondence and other documents that relate to an employee taking emergency leave during a declared emergency shall be retained for three (3) years after the day on which the leave expired.
- 7.16 On expiry of an Emergency Leave, Declared Emergencies, an employee who returns to work shall be reinstated in the position occupied by that employee at the commencement of the leave, or if that position is not available, in a comparable position. The employee shall receive a pay rate that is equal to the greater of the rate the employee most recently earned and the rate the employee would be earning had he or she worked throughout the leave.
- 7.17 Emergency Leave, Declared Emergencies is included in any calculation of an employee's length of employment or seniority. The period of the leave is not included when determining whether the employee has completed the Probationary Period.

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7.18 During Emergency Leave, Declared Emergencies, an employee who is eligible to participate in pension plans, life insurance plans, accidental death plans, extended health plans, and/or dental plans, may continue to participate in those plans, unless the employee elects in writing not to do so or the employee provides written notice that s/he does not intend to pay the required contributions, if any, to the plan(s). If employee contributions are required, the employee is responsible for paying those contributions unless, prior to taking leave or within two (2) weeks thereafter, the employee notifies Applied Systems Technologies Inc. in writing of his/her intention to discontinue contributions during the leave period. Benefits do not accrue during the leave if required employee contributions are not paid. An employee wishing to continue benefits during the leave will be required to provide either post-dated cheques or make other suitable arrangements regarding payment of the employee's portion of premiums for benefit coverage. The foregoing is subject to the terms and conditions of the applicable plans, as may be amended from time to time.