

| AODA Standard | IASR requirement | Due Date | Steps to take | Completion Status |
|---|--|---------------|--|-------------------|
| <u>IASR General Requirements</u> | | | | |
| | Create policies and procedures for each standard | Jan. 1, 2014 | Summit has completed and posted the IASR and Customer Service Standard Policies on our website and the internal employee portal. | Completed |
| | Create Multi-Year Accessibility plans | Jan. 1, 2014 | Update previous plans to meet current requirements. | Completed. |
| | Consider accessibility features when designing, procuring or acquiring self-kiosks | Jan. 1, 2014 | Implement as needed. We do not typically utilize self serve kiosks. | Not applicable. |
| | Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility | Jan. 1, 2015 | <p>Training has been provided to employees, students and volunteers (Including Board Members) on Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. Summit is committed to providing refresher training to our employees, students and volunteers on an annual basis. Training is mandatory and available on the employee portal. A mechanism for tracking this training has been established.</p> <p>Human Rights and AODA http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda ALL MODULES for all staff, volunteers and students at onboarding.</p> | Completed |
| | Complete government accessibility report | Dec. 31, 2014 | | Completed |
| | Update Multi-Year Accessibility Plan | Jan. 1, 2019 | | Completed |

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| | Complete government accessibility report | Dec. 31, 2017 | | Completed |
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| <u>Information & Communications</u> | | | | |
| | When asked, make your emergency and public safety information accessible to the public | Jan. 1, 2012 | Summit posts emergency fire plan information in our facilities. Upon request, we will provide this information in an accessible format or with appropriate communication support. | Completed |
| | All new internet websites and web content on those sites must conform with WCAG 2.0 level A | Jan. 1, 2014 | | Completed |
| | Make your feedback processes, like surveys or comment cards, accessible when asked | Jan. 1, 2015 | Customers can provide feedback in a variety ways: email, phone, mail, in person. Support will be provided to any customer in providing feedback in an accesible manner. | Completed |
| | Make information about your organization's goods, services and facilities accessible upon request | Jan. 1, 2016 | Summit's documents and/or information are in an electronic format which will facilitate the conversion into more accessible formats. Summit shall upon request provide or arrange for the provision of accessible formats for persons with disabilities. The cost to provide this service shall not be incurred by the customer. The customer will be consulted to determine the suitability of an accessible format. | Completed |
| | All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description) | Jan. 1, 2021 | New website to be launched 2021 will meet most recent WCAG level 2.0 level AA standards. | |
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| <u>Employment</u> | | | | |

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| | When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it. | Jan. 1, 2012 | Upon request, Summit creates individualized workplace Emergency Response Plan for employees who have a disability and require accommodation(s) and supports to evacuate their workplace in an emergency. With the employee's consent, the employees in their workplace will be provided with the necessary information to assist the employee with the disability. | Completed |
| | Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities | Jan. 1, 2016 | The agency accommodation statement is included in all job postings, job description and job offer letters | Completed |
| | Notify new hires and staff of policies for accommodating employees with disabilities | Jan. 1, 2016 | New hires are required to review all accommodation policies at onboarding and will be notified verbally that accommodation is available. | Completed |
| | Have in place a written process to develop individual accommodation plans for employees with a disability | Jan. 1, 2016 | Summit has individual accommodation plans for any employee for which they have been made aware has a disability. The employee will be included in the development of the plan. The plan will be reviewed when there is a change in the employee's disability or job. | Completed |
| | Have a written return to work process in place for employees who have been absent due to a disability | Jan. 1, 2016 | This is outlined in Terms and Conditions document in the Employee HR Handbook. | Completed |
| | If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account | Jan. 1, 2016 | Under the AODA, the term performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. Summit considers the accessibility needs of employees with disabilities during the performance management process. | Completed |
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| <u>Design of Public Spaces</u> | Make new or redeveloped spaces accessible | Jan. 1, 2017 | Summit has included a review of AODA requirements in renovation and redevelopment planning to ensure public spaces are in compliance to make it easier and safer for people with disabilities to move through and use our environments. This includes but is not limited to outdoor public eating areas, outdoor play spaces, service counters and waiting areas | Completed |

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| | Maintain accessible elements of public spaces | Jan. 1, 2017 | Summit completes regular inspections of all properties, owned and leased, and commits to maintaining all accessibility elements of public spaces where we have responsibility. In leased spaces we will advocate with the landlord for appropriate maintenance of space. | Completed |
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| Part 2: Identify your strategy to prevent and | | | | |
| Barrier | Steps to Take | Targeted Completion Date | Completion Status | |
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| <u>Example:</u> A customer has identified that directions to your office are only available in print. | <u>Example:</u> You plan to write out directions to your office in an electronic format so that they can be posted on your website and emailed to customers with low vision if requested. | | | |
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| <i>This template was created by Accessibility Services Canada</i> | | | | |
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