



ZTGH Multi-Year Accessibility Plan

This accessibility plan outlines the policies and actions that ZTGH will put in place to improve opportunities for people with disabilities.

Website

Make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Strategy:

- IT will review compliance of current website content.
- The firm will commence compliance with WCAG 2.0 level A, for all new websites and web content on those websites.
- All new documents and forms on the firm's website will conform with WCAG 2.0 level A.

Make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

Strategy:

- Ensure website, web content, and web applications are in compliance with Level AA.
- Websites and web content will conform to WCAG 2.0 level AA, excluding live captioning and audio description.
- Content published prior to 2012 will be made available in an accessible format upon request.

Training

Train individuals providing goods, service and facilities on behalf of our organization on the IASR and the Human Rights Code as it relates to persons with disabilities by January 1, 2015.

Strategy:

- Provide training to all employees, volunteers, and all others persons who provide goods, services on behalf of the firm on the requirements of the accessibility standards referred to in the IASR and on the Human Rights Code as it pertains to persons with disabilities.
- Keep a record of the dates of training and the individuals who have received training.

Information and Communications

Make existing feedback processes accessible, upon request, by January 1, 2015.

Strategy:

- Establish process for receiving and responding to feedback.
- Make this information publicly available on the firm's website.
- Provide information regarding feedback in an accessible format, upon request.

Make public information accessible, upon request, by January 1, 2016.

Strategy:

- Respond to requests for accessible formats and communications supports in a timely manner.
- Ensure the person's accessibility needs are taken into account through consultation with the person to determine suitability of accessible format.

Let staff know about the firm's policies for supporting employees with disabilities by January 1, 2016.

Strategy:

- Employees will be informed of the firm's policies for supporting staff with disabilities via email and bulletin board.
- Information regarding accommodation policies will be provided to all new employees during orientation.

Provide workplace information in an accessible format or with communication supports suited to the individual employee, upon request, by January 1, 2016.

Strategy:

- Provide information in a way that takes into account a person's disability. This will be done through consultation with the person to determine their individual needs.

Employment

Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes by January 1, 2016.

Strategy:

- Information regarding accommodation will be posted on the firm's website and will be included in all job postings
- Applicants who request accommodation will be consulted when a request is made.
- Accommodate applicants during the recruitment process based on consultations, upon request.

Notify new hires and employees of our policies for accommodating employees with disabilities by January 1, 2016.

Strategy:

- Includes the firm's policy on accommodating employees with disabilities in the offer letter to successful applicants.

Put in place a written process to develop individual accommodation plans for employees with a disability by January 1, 2016.

Strategy:

- Develop a written process for individualized accommodation plans (IAP) in a clear and consistent way.
- Involve employees in the development of their plans, assess the accommodation needs of employees, protect their privacy, provide plans in an accessible format, and review and update the plan with employees.
- Prepare a communication strategy to communicate obligation to all employees.

Put in place a return to work process for employees that have been absent due to a disability by January 1, 2016.

Strategy:

- Establish Return to Work (RTW) process for employees who have been absent because of a disability, and need some form of disability-related accommodation to return to work.
- Incorporate IAP in to RTW process.
- Prepare a communication strategy to communicate obligation to all employees.

Take into account the accessibility needs of employees with disabilities if using performance management, offering career development or advancement, or redeploying an employee by January 1, 2016.

Strategy:

- Make performance management documents, such as performance plans, available in accessible
- formats, such as large print, when asked.
- Provide feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.

Design of Public Space

Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces by January 1, 2018.

Strategy:

- Install door access push buttons at the reception entrance and bathrooms.