ZTR INTEGRATED ACCESSIBILITY STANDARDS POLICY AND ACCESSIBILITY MULTI-YEAR PLAN

2020 - 2025

ZTR™

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Integrated Accessibility Standards Policy

Commitment

ZTR is committed to ensuring equal access and participation for people with disabilities. We're dedicated to providing information, employment opportunities and an accommodating workplace environment to those with disabilities so they can maintain their dignity and independence. We believe in inclusion and integration, and are committed to meeting the needs of people with disabilities in a timely manner. We achieve this by removing and preventing barriers to accessibility, and by adhering to accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Accessibility plan

ZTR maintains an accessibility plan that outlines our strategy for removing barriers from the workplace and improving opportunities and services for people with disabilities.

The accessibility plan will be reviewed and updated a **minimum of once every five years** and is posted on our website. When requested, we will provide details about our organization, its services, and public safety information, in accessible formats or with communication supports.

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Training

ZTR educates its staff with respect to Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

All employees complete accessibility training as it relates to their specific roles and responsibilities. Further training is provided as changes are made to applicable policies, and ZTR maintains accurate training records.

Information and communications

ZTR will communicate with people with disabilities in ways that consider their disability and will ensure its process for receiving and responding to feedback is accessible and timely.

Upon request, we will promptly provide details about our organization, its services, and public safety information, in accessible formats or with communication supports. We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level-A website requirements, in accordance with Ontario's accessibility laws.

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Employment

We will notify employees, candidates and the public that accommodations can be made during the recruitment and hiring process, and during terms of employment.

All employees will be advised that supports are available for those with disabilities. A process exists to develop individual accommodation plans for all employees. Upon receipt of a request from an employee with a disability, ZTR will provide accessible formats or communication supports in a timely manner.

As required, customized emergency information will be provided to assist an employee with a disability during an emergency. This will be reviewed and amended as required when the employee moves to a new location or when the employee's accommodation plans or needs are reviewed.

Performance management and career development practices will consider the accessibility needs of all employees.

ZTR provides a return-to-work process and plan for any employee who has been absent from work due to a disability and requires accommodations in order to return to work.

Changes to existing policies

Any existing policy that does not respect and promote the dignity and independence of people with disabilities has been modified or removed.

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Accessibility Multi-Year Plan

Introduction

ZTR strives to meet the needs of its employees and customers with disabilities and works diligently to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps ZTR takes to comply with those requirements and to improve opportunities for people with disabilities. The Multi-Year Accessibility Plan will be reviewed and modified every five years to reflect ZTR achievements, strategies and action plans and to ensure continued provision of optimal accessibility.

Our plan demonstrates how ZTR will help make Ontario an accessible province for all Ontarians.

Statement of commitment

ZTR is committed to ensuring equal access and participation for people with disabilities. We're dedicated to treating those with disabilities in a way that allows them to maintain their dignity and independence. We believe in inclusion and integration, and are committed to meeting the needs of people with disabilities in a timely manner. We achieve this by removing and preventing barriers to accessibility and by meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

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Customer service

ZTR has developed and implemented policies to comply with Regulation 165/19 of AODA – Integrated Accessibility Standards, which replaces the former Accessibility for Customer Service Standards (429/07). Regulation 165/19 establishes the accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service.

ZTR is committed to making all applicable customer service documents and communications available in accessible formats upon request. When providing any documents or communications to a person with a disability, ZTR will provide the document or communication, or the information contained therein, in a format that considers the person's disability.

ZTR customer service guidelines

- Customer service training for all current and new staff members
- Considering a person's disability when communicating with them
- Allowing assistive devices in the work place
- Welcoming support persons
- Action steps for providing notice of temporary disruptions
- Implementation of feedback process
- Documented procedures that are available to the public upon request and available in accessible formats

ZTR continues to train all new employees and will investigate ways to remove barriers to accessibility to improve customer services.

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Information and communication

In accordance with AODA Customer Service Standards, ZTR has implemented an accessible feedback process for receiving and responding to feedback about the manner in which ZTR provides goods and services to people with disabilities.

People may provide their feedback in person, by telephone, in writing, by email, or otherwise as requested. A customer feedback form can be requested and may be used to provide such feedback, but is not mandatory.

ZTR has also taken the proper steps to make all websites and content conform to WCAG 2.0, Level A or higher. This will be maintained as websites and content are updated and modified.

ZTR information and communication standards

- An accessible process to receive and respond to feedback from employees, customers and members of the public
- Feedback process accessible in multiple formats upon request
- Website redesign to meet WCAG Level A requirements

ZTR will continually look at ways to improve the feedback process for employees, customers and members of the public. All websites and content will maintain compliance to WCAG 2.0, Level A or higher.

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Employment

ZTR is committed to equal employment practices. Human Resources will accommodate people with disabilities during the recruitment process and address information confidentially. We will notify employees, candidates and the public that accommodations can be made during recruitment and hiring, and during employment. ZTR created a process for customized emergency response plans, which is to be reviewed when the employee moves to a new location or when the employee's accommodations plans or needs are reviewed.

ZTR maintains a return to work process and plan for any employee who has been absent from work due to a disability and who requires accommodations to facilitate their return to work. Our performance management and career development processes also take into consideration the accessibility needs of all employees.

Notifications to all employees, candidates and the public that accommodations can be make during recruitment and hiring, and throughout employment

Notice of accommodation provisions included with offer letters

Staff training on our policies for supporting employees with disabilities

Accommodation plans for employees, including customized emergency information and return to work process and plan

ZTR will continue to:

- Remove barriers and provide a safe and accessible environment for all employees
- Document and review workplace emergency and return-to-work plans and processes
- Consider accessibility needs in our performance management and career development processes, and
- Train new hires and employees on policies for supporting those with disabilities.

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Training

ZTR provides training to all employees on Ontario's accessibility laws and the Ontario Human Rights Code that relate to persons with disabilities.

All new employees are trained on accessibility as it relates to their specific roles. Training will also be provided when changes are made to ZTR policies. Records of all training are maintained by Human Resources.

All employees are trained according to their roles

Documentation of training is maintained and available as required

ZTR will provide training to all new employees, and provide updated training when polices are changed.

Removing barriers

ZTR takes steps to prevent and remove any barriers identified by members of the public, employees and our customers as required and requested.

We will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces such as our waiting areas.
ZTR will notify the public of a service disruption and provide alternatives, if available, on our website and/or at our physical location.

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For more information

For more information about this accessibility plan, please contact Human Resources.

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