



## You.i TV Multi-Year Accessibility Plan

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR)

# Multi-Year Accessibility Plan

## Accessibility for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11 Integrated Accessibility Standards

### Introduction

Accessibility standards have been created as part of the *Accessibility for Ontarians with Disabilities Act* (AODA). These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

This multi year accessibility plan (MYAP) outlines our steps in identifying and removing barriers for people with disabilities under the *Integrated Accessibility Standards Regulation*.

The MYAP will be available on You.i's website, including in an accessible format upon request. The MYAP will be reviewed and updated, if applicable, at least once every five years.

### Commitment to Accessibility

You.i is committed to providing a respectful, welcoming, accessible, and inclusive environment in a way that is respectful of the dignity and independence of all including people with disabilities and in a manner which takes into account a person's disability, embodying the principles of integration and equal opportunity.

You.i is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with You.i.

You.i is committed to, and will strive to ensure that, the AODA, its regulations, standards and all other relevant legislation concerning accessibility, are rigorously observed in a timely fashion.

To obtain this document in an alternate format, please contact the People Operations Department at 613-228-9107, or at [hrottawa@warnermedia.com](mailto:hrottawa@warnermedia.com)

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### Part 1 – General Requirement

Compliance Date	Description	Action	Status
January 1, 2014	<b>Establishment of Accessibility Policies</b> <ul style="list-style-type: none"><li>• Develop, implement &amp; maintain policies to describe how to meet the requirements of the regulation and achieve accessibility</li><li>• Make the document available to the public</li></ul>	<ul style="list-style-type: none"><li>• You.I has developed an Accessibility Policy. It is publicly available and, on request, it is provided in an accessible format</li></ul>	

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<p><b>January 1, 2014</b></p>	<p><b>Accessibility Plans</b></p> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and update a MYAP</li> <li>• Document the plan and make it available to the public</li> </ul>	<ul style="list-style-type: none"> <li>• This document is You.I's MYAP</li> <li>• It is posted on the company website</li> <li>• The plan is provided in an alternate format upon request</li> <li>• The MYAP plan is reviewed once every 5 years</li> </ul>	
<p><b>January 1, 2014</b></p>	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Training on the requirements of the IASR and on the <i>Human Rights Code</i> as it pertains to persons with disabilities, for all employees and volunteers, all other persons providing goods, services or facilities on behalf of You.i in the Province of Ontario, as well as all persons participating in the development and approval of You.i's policies;</li> <li>• Ensure training is appropriate to the duties of the persons referenced above</li> <li>• Must keep a record of the number of participants trained, and the dates that the training was provided</li> </ul>	<ul style="list-style-type: none"> <li>• Every person who provides goods, services or facilities on behalf of You.i, all employees, volunteers, and persons who participate in developing the organization's policies (who are located in Ontario or provides services to those within Ontario), is trained on their responsibilities and obligations referred to in the <i>AODA</i>, its regulations and the <i>Human Rights Code</i>, as it pertains to persons with disabilities</li> <li>• Training is appropriate to the duties of the employee or participating person</li> <li>• Training is provided to new hires as part of the orientation process of employment</li> <li>• Training records are kept to ensure compliance</li> </ul>	

### Part 2 – Information and Communications Standard

Year	Description	Action	Status
<p><b>January 1, 2016</b></p>	<p><b>Feedback, Accessible Formats and Communication Supports</b></p> <ul style="list-style-type: none"> <li>• Existing and new processes for receiving and responding to feedback shall be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and</li> </ul>	<ul style="list-style-type: none"> <li>• You.i ensures that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner</li> </ul>	



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	<ul style="list-style-type: none"> <li>Make all internet websites and web content conform with WCAG 2.0 Level AA</li> </ul>		
Part 3 – Employment Standards			
Year	Description	Action	Status
January 1, 2016	<b>Recruitment General</b> <ul style="list-style-type: none"> <li>Notify employees and the public about the availability of accommodations for applicants with disabilities in the recruitment process</li> </ul>	<ul style="list-style-type: none"> <li>Applicants are notified on the company website regarding the company's commitment on providing equal opportunities for persons with disabilities' in all employment activities, including access to jobs and accommodation during employment</li> <li>Applicants are notified on the job posting of, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process</li> </ul>	
January 1, 2016	<b>Recruitment, Assessment or Selection Process</b> <ul style="list-style-type: none"> <li>Notify applicants when selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used</li> <li>If a request is submitted, employer should consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner</li> </ul>	<ul style="list-style-type: none"> <li>Selected individuals are notified that accommodations are available upon request in relation to the materials or processes to be used</li> <li>If requested by the applicant, he/she will be consulted to determine suitable accommodations and/or communication supports to be provided by You.i</li> </ul>	

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	that takes into account the applicant's accessibility needs due to disability		
<b>January 1, 2016</b>	<b>Notice to successful Applicants</b> <ul style="list-style-type: none"> <li>Notify the successful applicant of its policies for accommodating employees with disabilities during offer process</li> </ul>	<ul style="list-style-type: none"> <li>When extending an offer, successful applicants are notified of the company policies for accommodating employees with disabilities</li> </ul>	
<b>January 1, 2016</b>	<b>Informing Employees of Supports</b> <ul style="list-style-type: none"> <li>Inform employees of its policies used to support employees with disabilities including the provision of job accommodations</li> <li>Provide the information to new employees as soon as practicable upon hire</li> <li>Provide updated information to all employees when there is a related change</li> </ul>	<ul style="list-style-type: none"> <li>New employees are provided with orientation training on these policies including provision of job accommodations</li> <li>Ongoing guidance and communication is provided to all employees about these policies and related changes</li> </ul>	
<b>January 1, 2016</b>	<b>Accessible Formats and Communication Supports for Employees</b> <ul style="list-style-type: none"> <li>Where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> <li>information that is needed to perform the employee's job;</li> <li>information that is generally available to employees in the workplace</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Where an employee with a disability so requests it, You.i provides or arranges for suitable accessible formats and communications supports for: <ul style="list-style-type: none"> <li>information that is needed in order to perform the employee's job;</li> <li>information that is generally available to employees in the workplace; and</li> </ul> </li> <li>In meeting the obligations to provide the information that is set out above, You.i consults with the requesting employee in determining the suitability of an accessible format or communication support</li> </ul>	

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	<ul style="list-style-type: none"> <li>Consult with the employee making the request on suitable format or support</li> </ul>		
January 1, 2012	<p><b>Workplace Emergency Response Information</b></p> <ul style="list-style-type: none"> <li>Provide individualized workplace emergency response information to employees with disability if the disability is such that the individualized information is necessary</li> <li>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee</li> <li>Review the individualized workplace emergency response information             <ul style="list-style-type: none"> <li>when the employee moves to different locations</li> <li>when the employee's overall accommodations needs or plans are reviewed</li> <li>when the employer reviews its general emergency response policies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Employees with disabilities are provided with individualized emergency response information when the disability is such that the individualized information is necessary</li> <li>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the workplace emergency response information is shared with the person designated to provide assistance to the employee</li> <li>Any individualized workplace emergency response information is reviewed             <ul style="list-style-type: none"> <li>when the employee moves to different locations</li> <li>when the employee's overall accommodations needs or plans are reviewed</li> <li>when the employer reviews its general emergency response policies</li> </ul> </li> </ul>	
January 1, 2016	<p><b>Documented Individual Accommodation Plans</b></p> <ul style="list-style-type: none"> <li>Have a written process for development of documented individual accommodation plans for employees with disabilities, which include:</li> </ul>	<ul style="list-style-type: none"> <li>There is a written process for the development of documented individual accommodation plans. Further to this process, You.i will determine any needs for individual accommodation plans</li> </ul>	



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	<ul style="list-style-type: none"><li>- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;</li><li>- the means by which the employee is assessed on an individual basis;</li><li>- the manner in which the employer can request an evaluation by an outside medical or other expert at the employer's expense;</li><li>- the manner in which the employee can request the participation of a representative from their bargaining agent;</li><li>- the steps taken to protect the privacy of the employee's personal information;</li><li>- the frequency with which the individual accommodation plan will be reviewed and updated;</li><li>- if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li><li>- the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li></ul> <ul style="list-style-type: none"><li>● If requested, the individual accommodation plans shall include any information regarding accessible formats and communication supports; if required, the individual accommodation plans shall include individualized workplace emergency response</li></ul>		
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	information; and the individual accommodation plan shall identify any other accommodation that is to be provided		
<b>January 1, 2016</b>	<p><b>Return to Work Process</b></p> <ul style="list-style-type: none"> <li>• Develop 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</li> <li>• Document the process</li> <li>• The process shall outline the steps the employer will take to facilitate the return</li> <li>• Use individual documented accommodation plans as part of the process</li> </ul>	<ul style="list-style-type: none"> <li>• Further to You.i's documented return to work process, when the need arises, the return to work process is followed and where required, individual documented accommodation plans are developed.</li> </ul>	
<b>January 1, 2016</b>	<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using performance management process in respect of employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• When conducting performance review and undergoing performance management, You.i ensures that the accessibility needs of employees with disabilities and their individual accommodation plans are taken into account</li> </ul>	
<b>January 1, 2016</b>	<p><b>Career Development and Advancement</b></p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development and advancement to employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• With respect to career development and advancement, You.i ensures that it takes into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans</li> </ul>	

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<p><b>January 1, 2016</b></p>	<p><b>Redeployment</b></p> <ul style="list-style-type: none"> <li>Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when redeploying employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>With respect to any redeployment processes You.i ensures that it takes into account the accessibility needs of its employees with disabilities as well as individual accommodation plans.</li> </ul>	
<p><b>Part 4 – Customer Service Standard</b></p>			
<p><b>Compliance Date</b></p>	<p><b>Description</b></p>	<p><b>Action</b></p>	<p><b>Status</b></p>
	<p><b>Policy</b></p> <ul style="list-style-type: none"> <li>Develop, implement and maintain policies governing its provision of goods, services or facilities to persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>You.i's Accessibility Policy includes a written policy document governing its provision of goods, services or facilities to persons with disabilities, and on request shall give a copy of the document to any person</li> <li>You.i has notified persons to whom it provides services that the policy is available on request</li> </ul>	
	<p><b>Use of Service Animals and Support Persons</b></p> <ul style="list-style-type: none"> <li><b>Service Animals:</b> ensure that persons with disabilities who are accompanied by guide dogs or other service animals will be permitted to enter the premises with the animal and will be allowed to keep the animal with them, unless the animal is otherwise excluded by law. If the service animal is excluded by law, use reasonable efforts to ensure that alternate means are available for</li> </ul>	<ul style="list-style-type: none"> <li>You.i's policies, procedures and training materials reflect requirements regarding service animals and support persons. Any updates to the policies, procedures and/or training materials, if required, will continue to meet the requirements of the IASR</li> </ul>	

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	<p>persons with disabilities to obtain, use or benefit from You.i's services</p> <ul style="list-style-type: none"> <li>● <b>Support Persons:</b> ensure that persons with disabilities who are accompanied by a support person will be permitted to enter the premises and will not be prevented from having access to the support person while on the premises</li> <li>● When a support person is on the premises, if an amount is payable for a person's admission to the premises, provide advance notice of said fees in respect of the support person, if such circumstances exist.</li> <li>● If You.i requires a person with a disability to be accompanied by a support person when on the premises, You.i shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises</li> <li>● Develop one or more documents describing the policies with respect to the use of service animals and support persons</li> </ul>		
	<p><b>Notice of Temporary Disruptions</b></p> <ul style="list-style-type: none"> <li>● Provide public notice of disruptions to services or facilities</li> <li>● Prepare a document setting out the steps that will be taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person</li> </ul>	<ul style="list-style-type: none"> <li>● You.i's Accessibility Policy addresses procedures relating to service disruptions. Updates to the policy or procedures, if required, will continue to meet the requirements of the IASR</li> <li>● You.i has notified persons to whom it provides services that the policy is available on request</li> </ul>	

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	<ul style="list-style-type: none"> <li>notify persons to whom goods, services or facilities are provided that the above referenced document is available on request</li> </ul>		
	<p><b>Training for Staff</b></p> <ul style="list-style-type: none"> <li>Ensure training on the provision of goods/services/ facilities is provided to all employees and volunteers, to persons who participate in developing policies on behalf of You.i and others who provide goods/services/facilities on behalf of You.i</li> <li>Prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and on request, give a copy of the document to any person</li> <li>Keep and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided</li> <li>Notify persons to whom it provides goods, services or facilities that the training policy is available on request</li> </ul>	<ul style="list-style-type: none"> <li>You.i trains all employees and volunteers, persons who participate in developing policies on behalf of You.i and others who provide goods/services/facilities on behalf of You.i on You.i's Accessibility Policy, the AODA and its regulations, including the customer service standards</li> <li>All new persons hired or engaged are provided the training and training is provided on an ongoing basis in respect of any changes to the Accessibility Policy</li> <li>You.i's Accessibility Policy addresses its training policy, summarizes the content of the training, and specifies when training is to be provided</li> <li>Records of training, including the dates of training, are maintained</li> <li>You.i has notified persons to whom it provides services that the policy is available on request</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>Establish a process and prepare a document describing the process for receiving and responding to feedback about the manner in which goods, services or facilities to persons with disabilities are provided and feedback</li> </ul>	<ul style="list-style-type: none"> <li>You.i's Accessibility Policy documents the process for receiving and responding to feedback about the manner in which goods, services or facilities to persons with disabilities are provided; and feedback about whether the feedback process complies with the IASR</li> <li>The feedback process is accessible to persons with disabilities, readily available to the public and You.i has</li> </ul>	

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	<p>about whether the feedback process complies with the IASR</p> <ul style="list-style-type: none"> <li>• Ensure that the feedback process is accessible to persons with disabilities</li> <li>• Make information about the feedback process readily available to the public</li> </ul> <p>Notify persons to whom it provides goods, services or facilities that the document describing the feedback process is available on request</p>	<p>notified persons to whom it provides services that the policy is available on request</p>	
	<p><b>Format of documents</b>          If required to give a copy of a document to a person with a disability, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons          Consult with the person making the request in determining the suitability of an accessible format or communication support</p>	<ul style="list-style-type: none"> <li>• You.i will continue to provide documents in an accessible format, upon request and with consultation, and a cost that is no more than the regular cost to other persons</li> </ul>	