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# Accessibility for Ontarians with Disability - Multi-Year Accessibility Plan

Big Blue Bubble is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equity opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and we will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Regulations of the Accessibility for Ontarians with Disabilities Act* ("AODA").

The below Multi-Year Accessibility Plan is posted on Big Blue Bubble's website and will be reviewed and updated at least every 5 years. If you have any questions, or have feedback related to the below plan please email [contact@bigbluebubble.com](mailto:contact@bigbluebubble.com)

## GENERAL REQUIREMENTS

Initiative	Requirement	Action	Completed / In progress (also note scheduled to be completed on)
Establishment of Accessibility Policies	Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements under the accessibility standards referred to in the Regulation.	Accessible Standards for Customer Service Policy and the AODA Integrated Accessibility Standards Policy to be created and posted on our website.	Completed
Accessibility Plans	Establish, implement, maintain and document a multi-year plan which outlines the organization's strategy to prevent and remove barriers and meet the requirements under the regulation.	Create Multi-year plan and post on our website. The plan will be reviewed and updated bi-weekly until all compliance deadlines have been met.	Completed

**Big Blue Bubble**  
Inspiring Worlds of Creativity

[www.bigbluebubble.com](http://www.bigbluebubble.com)  
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Training	Ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities	<p>Develop training programs to educate staff and managers on AODA legislation and the Human Rights Code.</p> <p>Assess training needs for two groups and develop training programs specific to the needs of each group.</p> <p>1 – employees (all)</p> <p>2 – managers &amp; anyone who interacts on behalf of the Company.</p>	Completed
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#### INFORMATION AND COMMUNICATION STANDARDS

Initiative	Requirement	Action	Completed / In progress (also note scheduled to be completed on)
Feedback	Develop processes for receiving and responding to feedback that are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Completed and noted in the Accessible Standards for Customer Service Policy.	Completed
Accessible Format and Communication Support	<p>Upon request, provide the provision of accessible formats and communication supports for person with disabilities.</p> <p>Consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	Completed and noted in the Accessible Standards for Customer Service Policy.	Completed

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	Notify the public about the availability of accessible formats and communication support.		
Accessible Websites & Web Content	Make our internet websites and web content conform with the WWW Consortium – Web content accessibility guidelines – initially at level A and increasing to Level AA and shall do so in accordance with the schedule set out in this section.	We have complied with global web standards (W3C), addressing accessibility across non-standard input devices, using alt texts.	Completed

## EMPLOYMENT STANDARDS

Initiative	Requirement	Action	Completed / In progress (also not scheduled to be completed on)
Recruitment, General	Notify employees and public about the availability of accommodation for applicants with disabilities in the recruitment process.	Language added on all job postings to make applicants aware that in accordance with AODA accommodation is available.  <i>“Applicants who require reasonable accommodation to complete the application and/or interview process should notify the HR Director.”</i>	Completed
Recruitment, Assessment or Selection Process	During the recruitment process notify job applicants that accommodations are available upon request.	Script created for Human Resources to use when calling candidates to set up interviews.	Completed

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		Accessible interview checklist also created Human Resources to use.	
Notice of Successful Applicants	When making offers notify the successful applicant of our policies for accommodating employees with disabilities.	Incorporate in offer letter a section regarding Big Blue Bubble's accessibility policies and where to access that information.	Completed
Informing Employee of Support	Inform employees (current and new hires) of our policies to support employees with disabilities. Update employees when there are policy changes.	Accessibility policies and processes incorporated in Onboarding materials.  Develop strategy to communicate any policy change (not just AODA) to employees.	Completed  Policy change updates will be sent via Namely and annual sign off on all policies by employees.
Accessible Formats and Communication Support for Employees	Provide or arrange for the provision of accessible formats and communication support for employees when requested.	Through training, educate employees on the availability of accessible format and communication supports, in accordance with AODA.	On-going and when required
Workplace Emergency Response Information	Provide individualized workplace emergency response information to employees who have a disability.	Individualized workplace emergency response template created.	Completed
Documented Individual Accommodation Plans	Have in place a written process for the development of documented individual accommodations plans.	Accommodation policy and individualized accommodation plans template created.	Completed
Return to Work Plans	Have in place a return to work process for employees who have been absent from work due to a disability and require disability related accommodation in order to return to work.	Return to work policy and functional abilities template created.	Completed

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Performance Management	Ensure accessibility features are incorporated into the performance management process.	Assess current performance review process to ensure accessibility features are incorporated (forms accessible, conversations in plain text) and update accordingly.	Completed - New performance review process launch in October 2016.
Career Development & Advancement	Ensure accessibility features are incorporated when providing career development and advancement plans to employees with disabilities.	Ensure promotion criteria, practices and processes take into account individual accommodation needs and plans in accordance with AODA.	Completed
Redeployment	Take into account the accessibility needs of employees when there is job redeployment.	Educate leaders to ensure redeployment efforts/activities take into account the employee's accommodation needs.	Completed - if we need to redeploy employees will take this into account

Document Owner	Issue / Revised Date	Reason for Change	Version	Approver
Human Resources	7/13/2017	Policy review and move to Namely	HR001	Beverly Probst

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