bigbluebubble

Accessibility for Ontarians with Disability - Multi-Year Accessibility Plan

Updated 11/26/2021

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 relate*d to the below plan please email* contact@bigbluebubble.com.

General requirements

Initiative	Requirement	Action	Status
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. Both policies will be reviewed and updated every 5 years.	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 a Multi-year plan and post the plan on our website. The plan will be reviewed and updated every 5 years.	Completed
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.	Develop training programs to educate staff and people leaders on AODA legislation and the Human Rights Code.

Assess training needs for two groups and develop training programs specific to the needs of each group.

1 – employees & anyone who interacts on behalf of the Company & 2 – people leaders. | Completed |

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Information and communication standards

Initiative	Requirement	Action	Completed / In progress
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 support, upon request.	Completed and noted in the Accessible Standards for Customer Service Policy.	Completed
Accessible Format and Communication Support	Upon request, provide the provision of accessible formats and communication support for persons with disabilities. Consult with the person making the request in determining the suitability of an accessible format or communication support. Notify the public about the availability of accessible formats and communication support.	Completed and noted in the Accessible Standards for Customer Service Policy.	Completed
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.	We have complied with global web standards (W3C), addressing accessibility across non-standard input devices, using alt texts.	Completed

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Employment standards

Initiative	Requirement	Action	Completed / In progress
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.	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. Accessible interview checklist also created for Human Resources to use.	Completed
Notice of Successful Applicants	When making offers notify the successful applicant of our policies for accommodating employees with disabilities.	Incorporate in the 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 a strategy to communicate any policy change (not just AODA) to employees.	Completed. Policy change updates will be sent via Hum and company Intranet.
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

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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
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
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

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