



**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005
Points – Multi-Year Plan, Period 2015 – 2018**

This multi-year accessibility plan (the “Accessibility Plan”) outlines Points’ strategy to prevent and remove barriers for persons with disabilities and to address the current and future requirements of the ISA in order that Points may fulfill its commitments as outlined in the Points Integrated Accessibility Standards Policy for Ontario, Canada (the “Policy”).

Part I – CUSTOMER SERVICE STANDARDS

Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Complete	In Progress	Ongoing	
3	Accessibility Policies	3. (1) Develop, implement and maintain policies governing how Points achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.		X			January 1, 2014
4	Accessibility Plans	4. (1) Establish, implement, maintain and document a multi-year accessibility plan, which outlines Points’ strategy to prevent and remove barriers and meet its requirements under this Regulation; Post the accessibility plan on our website, and provide the plan in an accessible format upon request; Review and update the accessibility plan at least once every five years.		X X			January 1, 2014



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
7	Training	<p>7. (1) Points shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and in the Ontario Human Rights Code, as it pertains to persons with disabilities, to:</p> <ul style="list-style-type: none"> (a) all employees and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. <p>Keep a record of the training provided including date on which the training is provided and the number of individuals to whom it is provided.</p>		X		X	January 1, 2015



Part II – INFORMATION & COMMUNICATION STANDARDS

Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
11	Feedback	<p>11. (1) Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communication supports, upon request.</p> <p>Notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.</p>		X			January 1, 2015



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
12	Accessible Formats & Communication Supports	12. (1) Upon request, Points will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.		X			January 1, 2016
		12. (2) Points shall consult with the person making the request in determining the suitability of an accessible format or communication support.		X			January 1, 2016
		12. (3) Points shall notify the public about the availability of accessible formats and communication supports.		X			January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
14	Accessible Websites & Web Content	14. (2) Points shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Departments are aware of their responsibility to ensure website compliance under AODA and will ensure all website and content conform to guidelines.		X		<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded)



Part III – EMPLOYMENT STANDARDS

Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
22	Recruitment-General	22. Points shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Applicants are notified on job postings on external websites about Points' commitment to providing equal opportunities for persons with disabilities including accommodation during employment.		X		January 1, 2016
23	Recruitment, Assessment or Selection Process	<p>23. (1) During a recruitment process, Points shall notify job applicants, when they are individually 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.</p> <p>(2) If a selected applicant requests an accommodation, Points shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<p>Review employment systems and identify barriers that can present themselves in the recruitment process to ensure accessibility.</p> <p>Develop interview guidelines in the recruitment process and train management.</p>		X		January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
24	Notice to Successful Applicants	24. When making offers of employment, Points shall notify the successful applicant of its policies for accommodating employees with disabilities.	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		X		January 1, 2016
25	Informing Employees of Supports	25. (1) Points shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		X			January 1, 2016
		25. (2) Points shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		X			January 1, 2016
		25. (3) Points shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disabilities.				X	January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
26	Accessible Formats & Communication Supports for Employees Informing Employees of Supports	<p>26. (1) Upon the request of an employee with a disability, Points shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <p>(a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace.</p>		X			January 1, 2016
		<p>26. (2) Points shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p> <p>However where the needs of an employee with a disability may be accommodated in various different ways, Points reserves the right to determine the type Accessible Format or Communication Support that will be provided in the circumstances.</p>		X			January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	On-going	
28	Documented Individual Accommodation Plans	<p>28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> • The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan; • The means by which the employee is assessed on an individual basis; • The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense; • The steps taken to protect the privacy of the employee’s personal; • The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done; • If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and • The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability. 	<p>Develop a written process and review templates.</p> <p>Develop a communication strategy to communicate to all employees.</p>		X		January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
29	Return to Work Process	29. (1) a) Points shall develop and have in place 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; and b) Points shall document the process.	Create a return to work process to comply with the requirements of AODA. Communicate process to all employees.		X		January 1, 2016
		29. (2) The return to work process shall: (a) Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) Use individual documented accommodation plans, as described in section 28, as part of the process.	Outline the steps that Points will take for employees who are absent due to their disability. Outline the steps that employees will take if they are unable to work due to their disability.		X		January 1, 2016
		29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Outline the steps that Points will take for employees who are absent due to their disability and if they are unable to work due to their disability.		X		January 1, 2016



Section	Initiative	Deliverables	Activities	Status			Compliance Date
				Completed	In Progress	Ongoing	
30	Performance Management	30. (1) Points shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		X			January 1, 2016
31	Career Development & Advancement	31. (1) Points shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.		X			January 1, 2016
32	Redeployment	32. (1) Points shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		X			January 1, 2016



Section	Initiative	Deliverables	Activities	Completed	In Progress	Ongoing	Compliance Date
80.21-31	Exterior Paths of Travel	Ensure that any exterior paths of travel, such as outdoor sidewalks and walkways, ramps, stairs and curb ramps that it constructs or redevelops and intends to maintain meet the technical requirements of the Design of Public Places Standards.	Audit space and determine suitable requirements.		X		January 1, 2017
80.32	Off-Street Parking	Points shall construct new or redevelop off-street parking facilities that it intends to maintain. The off-street parking facilities shall meet the requirements of the Design of Public Places Standards. Off-street parking is a space where you can park your vehicle temporarily that is not on a public road or street.	N/A	X			January 1, 2017
80.40-43	Obtaining Services	Ensure that Points meets the requirements of the Design of Public Places Standards in respect of the following: <ol style="list-style-type: none"> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. 	Audit new construction space plans and determine suitable requirements.		X		January 1, 2017



80.44	Maintenance	<p>Ensure accessibility plans include:</p> <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces. 2. Procedures for dealing with temporary disruptions when accessible elements required are not in working order. 			X		January 1, 2017
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