

SOCAN

SOCAN Multi-Year Accessibility Plan

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Introduction and statement of commitment

The **Integrated Accessibility Standards Regulation (IASR)** under the **Accessibility for Ontarians with Disabilities Act (AODA)** requires **SOCAN** to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities.

Every five years, **SOCAN** sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, **SOCAN** aims to become barrier-free by 2025.

The multi-year accessibility plan outlines the specific steps **SOCAN** is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation beginning January 1, 2012.

SOCAN remains committed to improving accessibility through the identification, removal and prevention of barriers in our organization. Working with our employees and with our customers ensures that accessibility is given significant consideration.

This plan outlines a strategy to prevent and remove barriers and address the current and future requirements of the AODA.

In accordance with the requirements, **SOCAN** will:

- Provide all information relating to the plan in alternative formats upon request
- Review and update the plan at least once every five years

Section One: Report on measures already implemented to identify, remove and prevent barriers in 2012–2017

From 2012-2017, **SOCAN** will continue to comply with the Accessibility Standards for Customer Service Regulation and continue to implement initiatives to enhance accessibility in other areas under the Integrated Accessibility Standards Regulation—Standards for Employment, Information and Communications. When the Accessibility Standards for the Built Environment becomes law, the same will apply.

This section includes a summary of the initiatives **SOCAN** implemented or will continue to implement from 2012–2017.

1. Standards for Customer Service

SOCAN met compliance with the requirements set out in the Accessible Customer Service Standard Regulation by:

- Establishing policies, procedures and practices for providing goods and services to persons with disabilities, and posting these in the reception area and on the corporate website.
- Providing accessibility awareness, AODA and customer service standard training to all staff who interact, or may interact, with persons with disabilities of behalf of the company or are involved in the creation and implementation of policies, practices and procedures for the company.
- Reviewing customer service feedback forms in print and online and providing alternate formats in large print and text formats. For the online form, the drop down menu in the customer service feedback mechanism was expanded to include a field specifically for accessibility considerations.
- Developing a notification service disruption protocol, and communicating the customer service policy to staff.
- Developing a large print poster to communicate **SOCAN**'s existing feedback mechanisms, and making it available at all **SOCAN** front offices. In addition, information on the accessible online feedback form will be added to the corporate website.
- Adding an "Accessibility" button to the footer of the website to communicate the customer service policy and provide instructions for enhanced accessibility offerings.
- Creating a customer service policy that highlights information about accessibility requirements under the AODA including policies, guidelines and

mandatory and recommended training requirements for staff and management.

- Reporting compliance to the customer service standard on the Accessibility Compliance Reporting tool at ServiceOntario's ONE-Source for Business website.
- Tracking attendance for accessibility training courses.
- Communicating through policies and newsletters about the best ways to plan accessible events for customers.

Required legislative compliance: January 1, 2012

Implementation timeframe: September 2011 to January 1, 2012

Completion date: January 1, 2012

2. Emergency response and evacuation plans under the IASR Standards for Information and Communications and Employment

SOCAN incorporated accessibility considerations into its emergency response and evacuation plan and procedures. The following measures were taken:

- Instructions were provided to staff regarding evacuation in times of emergency to gather at locations that are accessible.
- Persons with various disabilities were consulted to ensure we meet the needs of all persons with disabilities in our emergency response plan, and that public safety information and instructions are provided in a timely manner if an emergency or disaster occurs.
- Fire and disaster wardens were instructed to identify persons in need of assistance in advance of an emergency to discuss the location of the designated waiting areas and how identified persons will be escorted out.
- The emergency response plan and public safety information and instructions were reviewed and modified to take the needs of persons with various disabilities into consideration.
- Both the emergency response plan and public safety information was posted on the emergency management and security program intranet site which is compliant with accessibility standards for employees.

- The emergency response plan and public safety information is available to the public in an accessible format or with appropriate communication supports upon request.
- The emergency procedures have been updated to ensure they can be followed by customers or employees with disabilities.
- Individualized workplace emergency response information has been made available to employees who have disclosed a disability, and such employees will be accommodated according to their disability when and if an emergency or disaster occurs. These individualized plans will be communicated to their managers and recorded in their personnel files.
- The company has instituted a “buddy system” in which a designated individual provides assistance to a specific disabled employee (with the disabled employee’s prior consent) to help him or her evacuate the workplace in case of an emergency or disaster.
- Employees have been trained on the emergency response plan and/or public safety information and instructions to ensure that they know how to interact with persons with disabilities (employees and customers) during an emergency, incident or dangerous situation.
- Individualized emergency response information is reviewed when:
 - a) an employee moves to a different location in the organization;
 - b) an employee’s overall needs or plans are reviewed; and
 - c) when reviewing general emergency response policies.

Required legislative compliance: January 1, 2012

Implementation timeframe: September 2011 to January 1, 2012

There are no employees with disabilities at present. Any issues will be addressed on an individual basis as need arises.

Completion date: January 1, 2012

Section Two: Report on planned measures to identify, remove and prevent barriers in 2012–2017

This year, **SOCAN**'s accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas—information and communications, employment, transportation, and the built environment.

1. Standards for Customer Service

SOCAN is committed to ensuring that people with disabilities continue to receive accessible services beyond January 1, 2012. This means they will receive services with the same high quality and timeliness as others as per the customer service policy issued January 1, 2012.

Commitment

SOCAN has adopted accessible customer service policy and procedures.

Identification of barriers

People with disabilities face a range of physical and attitudinal barriers including stereotyping and prejudice. Inadequate resources and the lack of common objectives with regards to accessibility and equity seriously curb efforts to remove barriers.

SOCAN will look at finding and implementing assistive devices or technological enhancements to our information and communication and website for the purpose of improving interaction and communication with persons who are deaf or hard of hearing.

Planned action(s)

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements and removal of barriers to persons with disabilities, **SOCAN** will:

- Continue to highlight the Customer Service Policy in education, training and activities.
- Review the company's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility-related feedback.

- Consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.
- Remind the building manager and landlord of the building-specific service disruption notification protocols.
- Assess premises and other areas where barriers may exist that prevent customer access to our services.
- Review effectiveness of policy, procedures and practices and make necessary adjustments.
- Review training requirements for staff who have high interaction with the public; retrain on the customer service policy and procedures, the law and any general or existing accessibility matters.
- Continue to track and report on training compliance on an annual basis.
- Implement and promote awareness of TTY technology to communicate with someone who is deaf, deafened or hard of hearing. Train employees on how to use TTY and communicate the existence of this assistive device to customers.
- Encourage staff to consider accessibility when planning meetings and events with customers, including vendors and suppliers.
- Use visual or tactile signs to identify branding and to display posters, signage and brochures for all locations within the premises.
- Improve emergency evacuation procedures for deaf persons.
- Provide appropriate accessible wayfinding signage and instruction to clients and visitors.
- Update customer service policy on providing services to people with disabilities in regards to accessible formats under the Integrated Regulation.

Required legislative compliance: None

Implementation timeframe: January 2012 to January 1, 2013

Completion date: January 1, 2013

2. Standards for Integrated Accessibility general requirements

2.1. Accessibility policy and statement of commitment to IASR Commitment

To implement a statement of commitment and policy on how **SOCAN** will achieve accessibility through meeting the IASR's requirements.

Identification of barriers

SOCAN will assess physical, attitudinal and communication barriers across the company to ensure we remove and prevent barriers to access for persons with disabilities in our organization.

Planned action(s)

- Draft a policy that addresses how **SOCAN** will achieve or has achieved accessibility through meeting the IASR's requirements.
- **SOCAN's** IASR policy and statement of commitment will be made available to the public on the premises and on the corporate website.
- **SOCAN's** IASR policy and statement of commitment will be available in an accessible format upon request. We will consult with the person with a disability when identifying the appropriate format.

Required legislative compliance: January 1, 2014

Implementation timeframe: January 2012 to January 1, 2014

Completion date: January 1, 2014

2.2. Accessibility plan maintenance

Commitment

Establish, implement and maintain a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements.

Post the accessibility plan on the organization's website and provide the plan in accessible format upon request.

Review and update the accessibility plan at least once every five years.

Required legislative compliance: January 1, 2014

Implementation timeframe: January 2012 to January 1, 2014

Completion date: January 1, 2014

2.3. Procurement or acquisition of goods, services, or facilities

Commitment

To implement a process for the procurement or acquisition of goods, services or facilities through meeting the IASR requirements.

Incorporate accessibility criteria and features when procuring or acquiring goods and services.

Identification of barriers

Assess existing purchasing and procurement policies for barriers to access to goods, services and facilities provided by the organization.

Planned action(s)

SOCAN will:

- Distribute letters to key stakeholders recommending corrective actions or changes to procedures or purchasing criteria
- Put a process in place to:
 - Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so

- Upon request, provide an explanation when it is not practical to do so
- Make premises fully accessible

Required legislative compliance: Not required

Implementation timeframe: January 2012 to January 1, 2014

Completion date: N/A

2.4. Self-service kiosks

Commitment

To implement a process for making features of the self-service kiosks accessible through meeting the IASR's requirements.

Identification of barriers

SOCAN does not employ self-service kiosks at this time; unable to identify barriers.

Planned action(s)

If and when **SOCAN** employs self-service kiosks, put a process in place to:

- Use accessibility criteria and features when acquiring and using self-service kiosks, except where it is not practical to do so
- Upon request, provide an explanation when it is not practical to do so

Required legislative compliance: January 1, 2014

Implementation timeframe: to be determined when/if applicable

Completion date: TBD

2.5. Training

Commitment

To implement a process for ensuring that all employees, volunteers, persons who deal with customers and the public on the company's behalf, and persons participating in the development and approval of the company's policies, practices and procedures receive the appropriate training that meets the requirements under the Integrated Regulation.

Identification of barriers

Ensure meetings and training sessions are accessible for employees with learning and other disabilities.

Planned action(s)

SOCAN will:

- Provide training on the requirements of the Integrated Regulation and on the **Human Rights Code** as it pertains to persons with disabilities to all employees , volunteers, contractors, or other third parties who interact with persons with disabilities on behalf of the company and persons involved in the creation of policies
- Keep and maintain a record of the dates when training is provided and the number of individuals to whom it was provided
- Ensure training is provided on the requirements of the accessibility standards
- Provide training in respect to any changes to policies on an ongoing basis

Required legislative compliance: January 1, 2015

Implementation timeframe: January 2012 to January 1, 2015

Completion date: N/A

3. Standards for Information and Communications

SOCAN is committed to making company information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our services to the public.

Focus

Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it. While access to publications and information is usually the responsibility of the Communication and Marketing Department, there are also related responsibilities in all departments and units that produce publications and websites.

Commitment

SOCAN will incorporate new accessibility requirements under the information and communications standard to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of persons with disabilities. **SOCAN** will endeavour to provide necessary communication supports in a timely manner.

Identification of barriers

SOCAN will assess its communication methods and attitudes to identify and remove barriers to information and communications with people with disabilities. Potential barriers include:

- Lack of website accessibility standards for the organization's websites
- Lack of a method to obtain user feedback on accessibility
- Lack of awareness among the organization's webmasters regarding website accessibility barriers
- Information overload and conflicting recommendations for website accessibility standards
- Inaccessible PDF documents and forms
- Inaccessible HTML forms

Planned action(s)

To meet compliance with the Accessibility Standards for Information and Communications under the IASR requirements and remove barriers to persons with disabilities, **SOCAN** will:

- Upon request, provide or arrange for the provision of accessible formats and communication supports to persons with disabilities in a timely manner, taking into account the person's accessibility needs
- Identify problems and provide recommendations for PDF documents and forms
- Provide specific instructions to webmasters on how to best create HTML forms
- Post the accessibility plan on the company's website
- Post a statement on the website about accessibility and the availability of accessible formats and communication supports
- Establish an online survey for users with a disability to provide feedback on web accessibility
- With the Web Accessibility Committee, review a wide range of materials and identify key tools and resources appropriate for the organization
- Purchase licence for website accessibility software and assign support staff to implement ongoing organization-wide reports
- Generate monthly reports to organization's webmasters to track the progress of website accessibility and identify barriers
- Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities
- With the Web Accessibility Committee, develop web accessibility guidelines
- Remove barriers through implementation of the website accessibility guidelines and the generation of reports identifying accessibility barriers (English and French versions of the web accessibility guidelines are available online)
- With the Web Accessibility Committee, organize professional training sessions for the webmasters
- With the Web Accessibility Committee, establish a separate and more usable search page, create a web-tips page to improve usability, and increase the visibility of these tools

- Remove barriers through the creation of a Web Accessibility Zone, where shortcuts and tips are documented
- Recode and deploy coding changes to enhance accessibility
- Plan to provide a link at the bottom of all web pages with an accessibility statement and a site containing tips on how to use the website
- Ensure new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014
- Ensure all websites and web content conform to WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by January 1, 2021

Feedback

- Ensure that 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
- Consult the person making the request to determine suitability of format
- Notify the public about the availability of accessible formats and communication supports

Required legislative compliance: January 1, 2016

Implementation timeframe: January 2012 to January 1, 2016

Completion date: N/A

4. Standards for Employment

SOCAN is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

4.1. Recruitment

Commitment

SOCAN will incorporate new accessibility requirements under the employment standard to ensure that barriers in recruitment are eliminated and corporate policies are followed where applicable.

Identification of barriers

SOCAN will assess recruitment policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities in recruitment, **SOCAN** will:

- On **SOCAN** 's website and in job advertisements, specify that accommodation is available for applicants with disabilities
- Notify employees and the public about the availability of accommodation in its recruitment processes for applicants with disabilities
- Inform candidates about the availability of accommodations:
 - when called for an interview
 - during the selection process
 - at the time of job offer
 - at orientation
- If the selected applicant requests an accommodation, consult with the applicant and arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs

- When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities

Required legislative compliance: January 1, 2016

Implementation timeframe: January 2012 to January 1, 2016

Completion date: N/A

4.2. Support information for employees

Commitment

SOCAN will incorporate new accessibility requirements under the employment standard to ensure that barriers in information that supports employees are eliminated and corporate policies are followed where applicable.

Identification of barriers

SOCAN will assess its supporting documents, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, **SOCAN** will:

- Inform current employees and new hires soon after they begin employment of **SOCAN's** policies supporting 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
- Provide information under this section to new employees as soon as practicable after they begin their employment
- Keep employees up to date on changes to policies
- Provide accessible formats and communication supports to any employees who request them. If requested, the employer will consult with the employee to provide or arrange for provision of accessible formats and communication supports for:
 - information that is needed in order to perform the employee's job

- information that is generally available to employees in the workplace

Required legislative compliance: January 1, 2016

Implementation timeframe: January 2012 to January 1, 2016

Completion date: N/A

4.3. Documented individualized plans (i.e. return to work plan, accommodation plan)

Commitment

SOCAN will incorporate new accessibility requirements under the employment standard to ensure that barriers in accommodation and other plans that support employees are eliminated and corporate policies are followed where applicable.

Identification of barriers

SOCAN will assess its return-to-work and accommodation plans, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and remove barriers to persons with disabilities, **SOCAN** will:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Provide an individualized accommodation plan in writing to any employee with a disability
- Include in the process the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if and how accommodation can be achieved

- Provide an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work
- Include in the process the manner in which the employee can request participation of a witness
- Take steps to protect the privacy of the employee's personal information
- Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which it will be done
- Provide the employee with the reasons for the denial if the individual accommodation plan is denied
- Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
- Include any individualized workplace emergency response information
- Identify any other accommodation that is to be provided to the employee

Required legislative compliance: January 1, 2016

Implementation timeframe: January 2012 to January 1, 2016

Completion date: N/A

4.4. Performance assessment, career development and advancement, and redeployment

Commitment

SOCAN will incorporate new accessibility requirements under the employment standard to ensure that barriers in performance assessment, career development and advancement, and redeployment are eliminated and corporate policies are followed where applicable.

Identification of barriers

SOCAN will assess its performance reviews, career development and advancement, redeployment programs, policies, practices and procedures, methods and attitudes to identify and remove barriers to employment of people with disabilities.

Planned action(s)

To meet compliance with the Accessibility Standards for Employment under the Integrated Regulation requirements and to remove barriers to persons with disabilities, **SOCAN** will:

- Take the accessibility needs of employees with disabilities and their individualized accommodation plans into account:
 - when assessing their performance
 - in managing their career development and advancement
 - when redeploying them
- Review and revise its performance review policy
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities
- Take into account the accessibility needs of employees with disabilities when redeploying employees

Required legislative compliance: January 1, 2016

Implementation timeframe: January 2012 to January 1, 2016

Completion date: N/A

5. Standards for Transportation

This standard does not apply to **SOCAN**.

6. Standards for the Built Environment

Commitment

SOCAN is committed to greater accessibility in, out of, and around the buildings we use under the built environment standard. Although the standard applies to newly constructed or redeveloped public spaces after January 1, 2017, **SOCAN** will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

Identification of barriers

SOCAN will assess the design, renovation, and to identify and remove barriers to the accessibility of public spaces for people with disabilities.

Planned Action(s)

To meet compliance with the Accessibility Standards for Built Environments under the Integrated Regulation requirements and to remove barriers to persons with disabilities, **SOCAN** will:

- Ensure that the construction or redevelopment of outdoor public spaces, exterior paths of travel, waiting areas and accessible parking on or before January 1, 2017, if any, will be developed in accordance with the design standards specified in the Accessibility Standards for Built Environments
- Develop procedures for preventative and emergency maintenance of the accessible elements of public spaces
- Develop procedures to deal with temporary disruptions when accessible elements of public spaces are not in working order

Required legislative compliance: January 1, 2017

Implementation timeframe: January 2014 to January 1, 2017

Completion date: N/A

7. Multi-year plan in chart form

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|--|---|---|----------------------------|-----------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| General requirements of the Regulation | | | | |
| Accessibility policies, practices and procedures | <p>SOCAN will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy will be posted in a visible place on the premises and on the corporate website.</p> <p>SOCAN will provide the policy in alternative formats upon request</p> | Accessibility Advisory Committee | Jan. 1, 2014 | |
| Multi-year accessibility plan | <p>SOCAN will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>The company will:</p> <ul style="list-style-type: none"> • Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities • Post the plan in a visible place on the premises and on the corporate website | Accessibility Advisory Committee with input from the heads of different departments | Jan. 1, 2014 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|--|---|----------------|----------------------------|-----------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <ul style="list-style-type: none"> • Report annually on its website on its progress on implementing this plan • Provide all information relating to the plan in alternative formats upon request • Review and update the plan at least once every five years | | | |
| Self-service kiosks | When SOCAN does make use of self-service kiosks available to its customers and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks. | | N/A | |
| Procurement or acquisition of goods, services, or facilities | <p>SOCAN will put a process in place to:</p> <ul style="list-style-type: none"> • Assess current purchasing/procurement policies, practices and procedures already in place • Use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so • Upon request, provide an explanation when it is not practical to do so • Make the organization's premises fully | | N/A | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|--|--|--|----------------------------|-----------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | accessible | | | |
| Training | <p>SOCAN will provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.</p> <p>The type and intensity of training on the requirements of accessibility standards and the Human Rights Code will vary according to the duties of the employee, volunteers or others.</p> <p>SOCAN will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.</p> <p>Training will re-occur when there are changes to the accessibility policies.</p> | Accessibility Advisory Committee and managers / supervisors and heads of different departments | Jan. 1, 2015 | |
| Requirements under the information and communications standard | | | | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|---|--|---|------------------------------------|-------------------------------------|
| Requirements/steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| Emergency procedures, plans, or public safety information | <p>SOCAN, in cooperation with our building manager, will:</p> <ul style="list-style-type: none"> • Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency • Update our emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities • Upon request, provide the information in an accessible format or with communication supports as soon as practicable • Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports • Provide such information at a cost not more than the regular cost charged to other people | Accessibility Advisory Committee, managers/supervisors and heads of different departments, as well as the Joint Health and Safety Committee or health and safety representative | January 1, 2012 | |
| Accessibility policies, practices and procedures | Commit to making information and communication systems and platforms accessible to persons with disabilities and | Accessibility Advisory Committee with the IT department and all | January 1, 2014 January 1, 2015 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|--|--|--|----------------------------|-----------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>address how it will be achieved.</p> <p>This policy will be posted in a visible place on the premises and on the corporate website.</p> <p>This policy will be provided in an alternative format upon request.</p> <p>The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.</p> | departments involved in providing information and documents to customers | | |
| Accessible Formats | Provide accessible formats and communication supports, upon request, to persons with disabilities, not more than the regular cost charged to other people. | Accessibility Advisory Committee with the IT department and all departments involved in providing information and documents to customers | January 1, 2016 | |
| Multi-year plan | <p>Assess barriers to information and communications systems/platforms.</p> <p>Determine the accessibility of SOCAN's information components and systems.</p> | Accessibility Advisory Committee with IT department and all departments involved in providing information | January 1, 2014 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|--|---|--|-------------------------------------|-------------------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>Establish a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p> <p>Establish a company standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language). This plan will be posted in a visible place on the premises and on the corporate website.</p> <p>Provide the plan in alternative formats upon request.</p> | and documents to customers | | |
| Taking a person's disability into account when communicating or providing information in accessible formats and communication supports | <p>Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in our organization.</p> <p>Post a notice on the corporate website and on the premises that information is available in a variety of accessible formats.</p> <p>When an alternate accessible format and communication support</p> | Accessibility Advisory Committee with IT department and all departments involved in providing information and documents to customers | January 1, 2016 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|---|---|--|-------------------------------------|-------------------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>is requested, a person with a disability will be consulted.</p> <p>Have a process in place for customers to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p> | | | |
| Feedback | <p>Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the company's information and communication systems and/or documents.</p> <p>This feedback process will not detract from the feedback process required under Accessibility Standards for Customer Service.</p> <p>This process will be arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons.</p> | Accessibility Advisory Committee with the IT department and Customer Service | January 1, 2015 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|---|---|--|---|---------------------------------|
| Requirements/steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | The public will be notified about the availability of the accessible formats and the communication supports feedback process. | | | |
| Accessible websites and web content | <p>Develop a web accessibility business case for our organization to obtain a budget and resources.</p> <p>Train in-house IT person and/or Web designer, or secure services of Web designer that is knowledgeable of accessibility.</p> <p>Commit and plan to make our website accessible.</p> <p>Conduct an assessment of the organization's website and test for accessibility.</p> <p>Obtain tools and resources to build or make website accessible, and train the people who will use the software to make the website accessible.</p> <p>Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that</p> | Accessibility Advisory Committee with the IT department and with the committee responsible for achieving web accessibility | <ul style="list-style-type: none"> • By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A • By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded) | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|---|--|---|-------------------------------------|-------------------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>conforms to the WCAG 2.0 level AA.</p> <p>Launch accessible website.</p> <p>Monitor website accessibility and compliance with the guidelines and the law.</p> | | | |
| Training | Provide staff training to all employees, volunteers, and persons participating in the development and approval of company's policies, practices and procedures on website accessibility. | | | |
| Requirements under the employment standard | | | | |
| Workplace emergency response information | <p>The company will provide individualized workplace emergency response information to employees who have disclosed a disability.</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The individualized workplace emergency</p> | Accessibility Advisory Committee, Joint Health and Safety Committee or health and safety representative, managers/supervisors and the HR department | January 1, 2012 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
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| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>response information will be reviewed:</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization • When the employee's overall accommodations needs or plans are reviewed, and • When the employer reviews its general emergency response policies | | | |
| Assessment of barriers in employment | Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace. | Accessibility Advisory Committee, Joint Health and Safety Committee or health and safety representative, managers/supervisors and the HR department | None | |
| Recruitment | <p>Promote employment opportunities for the designated groups, including persons with disabilities.</p> <p>On the company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities.</p> <p>Inform candidates about the availability of</p> | Accessibility Advisory Committee, managers/supervisors and the HR department | January 1, 2016 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
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| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | accommodations: <ul style="list-style-type: none"> • when called for an interview • during the selection process • at the time of job offer • at orientation | | | |
| Support information for employees | Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment. Update information provided to employees as policies change. | Accessibility Advisory Committee, managers/ supervisors and the HR department | January 1, 2016 | |
| Accessible formats and communication | Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request. | Accessibility Advisory Committee, managers/ supervisors and the HR department | January 1, 2016 | |
| Documented individualized plans | Develop a written process for developing individual accommodation plans for employees with disabilities. Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work. | Accessibility Advisory Committee, managers/ supervisors and the HR department | January 1, 2016 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
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| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | Document the process. | | | |
| Performance assessment, career development and advancement, and redeployment | Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment. | Accessibility Advisory Committee, managers/ supervisors and the HR department | January 1, 2016 | |
| Training | Provide training in respect of any changes to the policies described in the employment standard section of the Regulation. | | On an ongoing basis | |
| Requirements under the transportation standard | | | | |
| This standard does not apply to SOCAN. | | | | |
| Requirements under the built environment standard | | | | |
| Outdoor public spaces, exterior paths of travel, waiting areas and accessible parking | Ensure that the construction or redevelopment of outdoor public spaces, exterior paths of travel and accessible parking will be developed in accordance with the design standards specified in the Accessibility Standards for Built Environments Develop procedures for preventative and emergency maintenance of the | | January 1, 2017 | |

| Multi-year accessibility plan under the Integrated Accessibility Standards | | | | |
|---|---|-----------------------|-------------------------------------|-------------------------------------|
| Requirements/ steps | What must be done? Planned action | Responsibility | IASR compliance date | Target date Notes/review |
| | <p>accessible elements of public spaces</p> <p>Develop procedures to deal with temporary disruptions when accessible elements of public spaces are not in working order</p> | | | |