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	**SOCAN** will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR. The policy will be posted in a visible place on the premises and on the corporate website. **SOCAN** will provide the policy in alternative formats upon request	Accessibility Advisory Committee	Jan. 1, 2014	
Multi-year accessibility plan	**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. The company will: 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**
	• 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	**SOCAN** will put a process in place to: • 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	**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. 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. **SOCAN** will maintain a record of the dates when training is provided and the number of individuals to whom it was provided. Training will re-occur when there are changes to the accessibility policies.	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	**SOCAN**, in cooperation with our building manager, will: • 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**
	Address how it will be achieved. This policy will be posted in a visible place on the premises and on the corporate website. This policy will be provided in an alternative format upon request. The cost of providing this policy in an accessible format must not be more than the regular cost charged to other people.	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	Assess barriers to information and communications systems/platforms. Determine the accessibility of **SOCAN**'s information components and systems.	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**
	Establish a practice that company documents be created in a structured electronic format to allow for easier conversion to accessible formats. 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. Provide the plan in alternative formats upon request.	and documents to customers		
Taking a person's disability into account when communicating or providing information in accessible formats and communication supports	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. Post a notice on the corporate website and on the premises that information is available in a variety of accessible formats. When an alternate accessible format and communication support	Accessibility Advisory Committee with IT department and all departments involved in providing information and documents to customers	January 1, 2016	

Requirements/ steps	What must be done? Planned action	Responsibility	IASR compliance date	Target date Notes/review
	is requested, a person with a disability will be consulted. Have a process in place for customers to request and be provided with information and communication in an accessible format. Explain when an accessible format is not feasible.			
Feedback	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. This feedback process will not detract from the feedback process required under Accessibility Standards for Customer Service. 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.	Accessibility Advisory Committee with the IT department and Customer Service	January 1, 2015	

Multi-year accessibility plan under the Integrated Accessibility Standards

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	Develop a web accessibility business case for our organization to obtain a budget and resources. Train in-house IT person and/or Web designer, or secure services of Web designer that is knowledgeable of accessibility. Commit and plan to make our website accessible. Conduct an assessment of the organization's website and test for accessibility. Obtain tools and resources to build or make website accessible, and train the people who will use the software to make the website accessible. Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that	Accessibility Advisory Committee with the IT department and with the committee responsible for achieving web accessibility	• 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
	conforms to the WCAG 2.0 level AA. Launch accessible website. Monitor website accessibility and compliance with the guidelines and the law.			
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	The company will provide individualized workplace emergency response information to employees who have disclosed a disability. With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. The individualized workplace emergency	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				
Requirements/ steps	**What must be done? Planned action**	**Responsibility**	**IASR compliance date**	**Target date Notes/review**
	response information will be reviewed: • 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	Promote employment opportunities for the designated groups, including persons with disabilities. On the company's website and on job advertisements, specify that accommodation is available for job applicants with disabilities. Inform candidates about the availability of	Accessibility Advisory Committee, managers/ supervisors and the HR department	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
	accommodations: • 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				
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 accessible elements of public spaces

Develop procedures to deal with temporary disruptions when accessible elements of public spaces are not in working order | | January 1, 2017 | |

Requirements under the Customer Service Standard				
Establishment of Customer Service Policy	Develop, implement and maintain policies governing the provision of goods, services of facilities, as the case maybe, to persons with disabilities. Post the customer service policy on the website and provide the plan in an accessible format, upon request	HR, Legal, and Departmental Leaders where Applicable	January 1, 2015	
Training	Ensure that training is provided to staff on the provision of goods, services of facilities, as the case maybe, to persons with disabilities.	HR Department	January 1, 2015	
Feedback	Establish a process for receiving and responding to feedback about the manner in which it provides goods and services or facilities to persons with disabilities. Ensure that the feedback processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	HR, Workspace and Environment, Legal, and Departmental Leaders where Applicable	January 1, 2015	
Notice of Temporary Disruptions	Prepare a document setting out the steps that are taken in case of a temporary disruption	Workspace and Environment	January 1, 2015	