

# K-LINE MULTI-YEAR ACCESSIBILITY PLAN (MYAP)

## 1. PURPOSE

K-Line's Multi-Year Accessibility Plan has been developed in accordance with the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The plan outlines the initiatives and actions that the Company takes to address barriers to accessibility, while ensuring the Company meets its obligations under the Ontarians with Disabilities Act, 2005.

"Company".

## 2. POLICY

### 2.1. GENERAL DESCRIPTION

General Requirements					
Section	Requirement	General Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	An Accessibility Policy has been developed and implemented. K-Line is committed to accessibility and demonstrates that commitment by preventing, identifying and removing barriers that impede accessibility for persons with disabilities.	Compliant	January 1, 2014
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	This document serves as K-Line's multi-year accessibility plan that has been developed, and outlines K-Line's strategy to remove and prevent barriers.  This plan has been posted on K-Line's corporate website and can be provided in accessible format upon request.	Compliant	January 1, 2014
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and	K-Line provides mandatory training as part of the onboarding process, as required. It includes training on the Human Rights code as it pertains to persons with disabilities.	Compliant	January 1, 2015



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		(c) all other persons who provide goods, services or facilities on behalf of the organization.			
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### Information and Communications Standard

Section	Requirement	General Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	K-Line maintains feedback processes across the organization and externally.	Compliant	January 1, 2015
12	Accessible Formats & Communication Supports	<p>12.(1) Except as otherwise provided, every obligated organization shall upon request, provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>b) at a cost that is no more than the regular cost charged to other persons.</p> <p>12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	K-Line will continue to communicate with people with disabilities in a way that is accessible and takes into account the person's accessibility needs due to disability. In addition, there is a statement indicating that documents are available in various accessible formats, on request. Should an accessible format request be made by an individual, K-Line will consult with the person to identify a format and/or support that meets their needs.	Compliant	January 1, 2016
13	Emergency Procedures	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	K-Line maintains processes for Individualized Emergency Response Plans which applies to employees only and as such, is only available internally and not on our corporate website.	Compliant	January 1, 2012

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14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations 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.	All information and documents requested will be available in an accessible format.  Design and content meet the WCAG 2.0 "AA" level requirements.		January 1, 2014 to date
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Employment Standard					
Section	Requirement	General Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	K-Line's careers page and each individual job posting on the website notify the public about the availability of recruitment-related accommodations for disabilities upon request.	Compliant	January 1, 2016
23	Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, an employer 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.  (2) If a selected applicant requests an accommodation, the employer 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.	K-Line's recruitment process managed by Human Resources ensures that candidates are notified that accommodations are available upon request.  K-Line's recruitments practice provides for suitable accommodations in consultation with the candidate upon request.	Compliant	January 1, 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	K-Line will communicate in the employment offer email our policies for accommodating employees with disabilities.	Compliant	January 1, 2016
25	Informing Employees of Supports	25.(1) Every employer 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	Employees will be provided the information during orientation.  K-Line maintains a comprehensive disability management program when	Compliant	January 1, 2016

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		<p>account an employee's accessibility needs due to disability.</p> <p>25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>25.(3) Employers 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 disability.</p>	<p>employees are faced with illness or injury.</p> <p>Any policy, procedure and program updates are communicated to all employees through our internal employee communication channels.</p>		
26	Accessible Formats & Communication Supports for Employees	<p>26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer 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</p> <p>(b) information that is generally available to employees in the workplace.</p> <p>26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Upon the request of an employee with a disability, K-Line will consult with employees to determine/provide accessible formats, or communication supports for which they require as it relates to:</p> <p>(a) information that is needed in order to perform the employee 's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	Compliant	January 1, 2016
27	Workplace Emergency Response Information	<p>27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee 's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee 's consent, the employer shall provide</p>	<p>K-Line has procedures for providing individualized emergency response information when necessary.</p>	Compliant	January 1, 2012

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		<p>the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee 's disability.</p> <p>4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization,</p> <p>(b) when the employee 's overall accommodation needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>			
28	Documented Individual Accommodation Plans	<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p>	K-Line has created and implemented policies and procedures to manage individual accommodation plan requirements.	Compliant	January 1, 2016

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		<p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p> <p>(3) Individual accommodation plans shall,</p> <p>a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>c) identify any other accommodation that is to be provided.</p>			
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization,</p> <p>(a) 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</p> <p>(b) shall document the process.</p> <p>29. (2) The return-to-work process shall,</p> <p>(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</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	K-Line has a return-to-work process for employees that require accommodation due to a disability.	Compliant	January 1, 2016

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		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.			
30	Performance Management	30.(1) An employer that uses performance management in respect of its employees 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.	K- Line's performance management process will take into account accessibility and accommodation needs of employees with disabilities.	Compliant	January 1, 2016
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees 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.	K- Line's career development and advancement processes will take into account accessibility and accommodation needs of employees with disabilities.	Compliant	January 1, 2016
32	Redeployment	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	Redeployment of employees will take into account accessibility needs of its employees with disabilities.	Compliant	January 1, 2016

### Design of Public Spaces Standards

Section	Requirement	General Description	Action	Status	Compliance Date
80.44	Maintenance of Elements	<p>80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order</p>	K-Line has procedures in place for preventative and emergency maintenance along with measures in place to deal with temporary disruptions when accessible elements are not in working order.	Compliant	January 1, 2017