

PART I: General Requirements

Initiative	IASR Requirement	Action	Status	Compliance Date
1.1 Establishment of Accessibility Policies	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.	<ul style="list-style-type: none"> • Policy complete and posted on Janzen's external website and internal Policies & Procedures intranet. 	Complete	January 1, 2014
1.2 Accessibility Plans	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	<ul style="list-style-type: none"> • Janzen's will prepare a multi-year plan and will post it on their website in accessible format. • Established an AODA advisory committee. • AODA advisory committee to meet quarterly • Review and update this accessibility plan at least once every five (5) years in accordance with AODA requirements. 	Completed/ Under Review Ongoing	January 1, 2014
1.3 Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the	<ul style="list-style-type: none"> • Training will be mandatory and training will be available online • Determine and ensure that appropriate training on the requirements of 	Completed/ Ongoing	January 1, 2015

	<p><i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization</p>	<p>the IASR and on the Ontario Human Rights Code is provided to all referenced persons, as soon as practicable</p> <ul style="list-style-type: none"> • A record of the dates in which training is provided, and the number of individuals to whom it is provided will be kept by Janzen's HR Department 		
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PART II: Information and Communication Standards

Initiative	IASR Requirement	Action	Status	Compliance Date
2.1 Feedback	<p>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.</p>	<ul style="list-style-type: none"> • Janzen's will ensure that individuals are able to provide feedback concerning the accessibility of our services. • Complaints will be accepted in person, by mail, phone or fax and email • Determine accountability for managing internal and external inquiries 	Completed/ Ongoing	January 1, 2015
2.2 Accessible Formats & Communication Supports	<p>2.2.1 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>	<ul style="list-style-type: none"> • Janzen's Pharmacy is committed to ensuring information and communication is in an accessible format to persons with disabilities. • Determine accessible formats and communication supports 	Ongoing	January 1, 2016

	<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>to be provided upon request, regarding Janzen's goods, services and facilities.</p>		
	<p>2.2.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support</p>	<ul style="list-style-type: none"> • Understand functionality of accessible formats and communication supports available to better consult on requests for accessible formats that take into account the individual's disability needs • Develop a process for responding to, approving or declining a request 	Ongoing	January 1, 2016
	<p>2.2.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>Notifications to be posted:</p> <ul style="list-style-type: none"> • In a visible area in all locations • On external website • Via print materials, where appropriate 	Under Review	January 1, 2016
<p>2.3 Accessible Websites & Web Content</p>	<p>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 to increasing to Level AA and shall do so in the accordance with the schedule set out in this section.</p>	<ul style="list-style-type: none"> • Website and content accessible to persons with disabilities as conforms to the Standard WACG 2.0, Level A. • All internet websites and web content must conform to WACG 2.0 Level AA. 	Complete	<p>January 1, 2014</p> <p>January 1, 2021</p>

PART III: Employment Standard

Initiative	IASR Requirement	Action	Status	Compliance Date
3.1 Recruitment, General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Incorporate language on postings to make applicants aware that in accordance with AODA accommodation is available. 	In Progress	January 1, 2016
3.2 Recruitment, Assessment or Selection Process	<p>3.2.1 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.</p> <p>3.2.2 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.</p>	<ul style="list-style-type: none"> Incorporate language in all notifications to applicants for interview (email, letter, phone) that in accordance with AODA accommodation is available upon request. Develop protocol to consult with selected applicants who make an accommodation request, which includes for situations where it is impracticable or not possible to provide a requested accommodation. 	In Progress	January 1, 2016
3.3 Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its	<ul style="list-style-type: none"> Incorporate in offer letter a section regarding accessibility policies and where to access said 	In Progress	January 1, 2016

	<p>policies for accommodating employees with disabilities.</p>	<p>information.</p>		
<p>3.4 Informing Employees of Supports</p>	<p>3.4.1 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 account an employee's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> Develop protocol and communication plan to inform current employees and new hires of policies supporting employees with disabilities, which includes guidelines where it is impractical or not possible to provide a requested accommodation. 	<p>In Progress</p>	<p>January 1, 2016</p>
	<p>3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<ul style="list-style-type: none"> Review and update on-boarding/employee orientation process and provide the information as soon as practicable after new employment begins. 	<p>In Progress</p>	<p>January 1, 2016</p>
	<p>3.4.3 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>	<ul style="list-style-type: none"> Develop process and strategy to communicate any policy changes by email and posting on iApotheca. 	<p>In Progress</p>	<p>January 1, 2016</p>
<p>3.5 Accessible Formats and</p>	<p>3.5.1 In addition to its obligations under section</p>	<ul style="list-style-type: none"> Educate employees on the availability of accessible formats and 	<p>In Progress</p>	<p>January 1, 2016</p>

<p>Communication Supports for Employees</p>	<p>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>communication supports for job related information and general employee information, which includes guidelines for situations where it is impracticable or not possible to provide.</p> <ul style="list-style-type: none"> Educate employees on process for requesting accessible formats and communication supports. 		
	<p>3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> Develop a process to ensure an appropriate assessment of requirements is conducted and documented. 	<p>In Progress</p>	<p>January 1, 2016</p>
<p>3.6 Workplace Emergency Response Information</p>	<p>3.6.1 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>	<ul style="list-style-type: none"> Review process with health and safety committee, to ensure individualized needs continue to be captured and individualized emergency response is provided, as appropriate 	<p>Ongoing</p>	<p>January 1, 2012</p>

	<p>3.6.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	<ul style="list-style-type: none"> Review emergency response process on an ongoing basis at regular health and safety meetings. Ensure individualized workplace response information is available in alternative formats and, upon the employee's consent provided to designated persons 	<p>Ongoing</p>	<p>January 1, 2012</p>
	<p>3.6.3 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>	<ul style="list-style-type: none"> Upon request, the HR department or designate will work with the individual who requires accommodation, to provide Individual Workplace Emergency Response Information as soon as possible. 	<p>Ongoing</p>	<p>January 1, 2012</p>
	<p>3.6.4 Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's Overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> Janzen's process for creating Individualized Workplace Emergency Response Information includes guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs. 	<p>Ongoing</p>	<p>January 1, 2012</p>

<p>3.7 Documented Individual Accommodation Plans</p>	<p>3.7.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>3.7.2 The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 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 accommodation can be achieved and, if so, how accommodation can be achieved. 	<ul style="list-style-type: none"> • Janzen's will develop an Accommodation Policy that will include the process to create written individualized accommodation plans where needed. • Janzen's will review and update the policy on a regular basis. • Create template 	<p>In Progress</p>	<p>January 1, 2016</p>
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	<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> <p>5. The steps taken to protect the privacy of the employee's personal information.</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</p>			
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	needs due to disability.			
3.8 Return to Work Process	<p>3.8.1 Every employer, other than an employer that is a small organization, (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 (b) shall document the process.</p> <p>3.8.2 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 documented individual accommodation plans, as part of the process.</p>	<ul style="list-style-type: none"> Review and update current process to ensure return to work process is documented consistently. <p>See section 3.8 (1)</p>	<p>In Progress</p> <p>In Progress</p>	<p>January 1, 2016</p> <p>January 1, 2016</p>
	<p>3.8.3 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</p>	<p>See section 3.8 (1)</p>	<p>In Progress</p>	<p>January 1, 2016</p>

	other statute.			
3.9 Performance Management	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.	<ul style="list-style-type: none"> • Assess current performance review processes to ensure accessibility features are incorporated (i.e. , forms accessible, conversations in plain text). • Ensure updated/new performance management processes to be rolled out incorporate accessibility features • Ensure training or communications to performance managers provides awareness on effective communication strategies, timing to allow for employees to review and understand feedback prior to meeting, and reasonable accommodation 	Complete	January 1, 2016
3.10 Career Development & Advancement	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.	<ul style="list-style-type: none"> • To be determined 		January 1, 2016

<p>3.11 Redeployment</p>	<p>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.</p>	<ul style="list-style-type: none"> • Janzen's will develop a redeployment policy. 	<p>In Progress</p>	<p>January 1, 2016</p>
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