

Paracel Laboratories Ltd. - Multi-Year Accessibility Plan

Introduction

This document outlines the plan that Paracel will follow to ensure the company meets its obligations under The Accessibility for Ontarians with Disabilities Act.

Statement of Commitment to Accessibility

Paracel is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

References

Accessibility for Ontarians with Disabilities Act, 2005. (AODA)

ONTARIO REGULATION 191/11, Integrated Accessibility Standards. Last amendment 165/16.

Accessibility Plan Details

Multi-year plan – prevent and remove barriers to address the current and future requirements of the AODA, and to fulfill Paracel's commitment as outlined in the Paracel Accessibility Policy.

GENERAL REQUIREMENTS

Application	Requirement	Action	Status
Establishment of accessibility policies	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. O. Reg. 191/11, s. 3 (1).	Policies developed.	Review and update in 2022
	Prepare one or more documents describing the policies it developed under subsection (1) and make the documents publicly available and, on request, provide them in an accessible format. O. Reg. 165/16, s. 3 (1).	Procedural Document available that describes the policies/procedures	Review and update in 2022
Accessibility plans	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	Plan developed to meet requirements in O.reg 191/11	Review and update in 2022
	Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request	Current plan posted September 2021	Review and update in 2022
	Review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).	Review process in place	Review and update in 2022
Training	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,	Training included in initial training plan for each new employee	Review and update in 2022

	<ul style="list-style-type: none"> o all persons who are an employee of, or a volunteer with, the organization; o all persons who participate in developing the organization's policies; and o all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1). 		
	<p>Keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, s. 7 (5).</p>	<p>Training indicated on employee orientation checklist</p>	<p>Review and update in 2022</p>

INFORMATION & COMMUNICATION STANDARDS

Application	Requirement	Action	Status
Feedback	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 the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).	Included in the Feedback policies of the Paracel Accessibility procedures.	Review and update in 2022
	Notify the public about the availability of accessible formats and communications supports with respect to the feedback process. O. Reg. 165/16, s. 7.	Notification done when requests are made.	Review and update in 2022
Accessible formats and communication supports	Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).	Included in the Feedback policies of the Paracel Accessibility procedures.	Review and update in 2022
	Consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 12 (2).	Included in the Feedback policies of the Paracel Accessibility procedures.	Review and update in 2022
	Notify the public about the availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (3).	Notification done when requests are made.	Review and update in 2022

<p>Emergency procedure, plans or public safety information</p>	<p>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. O. Reg. 191/11, s. 13 (1).</p>	<p>Notification done when requests are made.</p>	<p>Review and update in 2022</p>
<p>Accessible websites and web content</p>	<p>- 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. O. Reg. 191/11, s. 14 (2).</p>	<p>Update will be done when the website is upgraded/revised.</p>	<p>Revision/upgrade date not determined.</p>

EMPLOYMENT STANDARDS

Application	Requirement	Action	Status
Recruitment, general	Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. O. Reg. 191/11, s. 22.	This is done at the time of contact with individuals.	Review and update in 2022
Recruitment, assessment or selection process	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. O. Reg. 191/11, s. 23 (1).	This is done at the time of contact with individuals.	Review and update in 2022
	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. O. Reg. 191/11, s. 23 (2).	This is followed if a request is made.	Review and update in 2022
Notice to successful applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s. 24.	Part of hiring process.	Review and update in 2022
Informing employees of supports	Every employer shall inform its employees of its policies used to support	Part of hiring process.	Review and update in 2022

	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. O. Reg. 191/11, s. 25 (1).		
	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. O. Reg. 191/11, s. 25 (2).	Part of initial training process.	Review and update in 2022
	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. O. Reg. 191/11, s. 25 (3).	Changes to policies and procedures are part of the document revision process and includes requirement for employees to review and acknowledge the changes.	Review and update in 2022
Accessible formats and communication supports for employees	Every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).	Employees are informed in the formats agreed upon through consultation with each affected employee.	Review and update in 2022
	The employer shall consult with the employee making the request in determining the suitability of an accessible format or	Consultation with the employee is done.	Review and update in 2022

	communication support. O. Reg. 191/11, s. 26 (2).		
Workplace emergency response information	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. O. Reg. 191/11, s. 27 (1).	Individualized emergency response plans are made available to affected employees when required.	Review and update in 2022
Documented individual accommodation plans	Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1).	Requirement included in H&S policies.	Review and update in 2022
	The process for the development of documented individual accommodation plans shall include the following elements: 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 assist the employer in determining if	These requirements are taken into consideration.	Review and update in 2022

	<p>accommodation can be achieved and, if so, 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> <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 needs due to disability. O. Reg. 191/11, s. 28 (2).</p>		
Return to work process	Develop and have in place a return to work process for its employees who have been absent from work due to a disability	Procedural document in place to cover return to work.	Review and update in 2022

	and require disability-related accommodations in order to return to work; and shall document the process. O. Reg. 191/11, s. 29 (1).		
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. O. Reg. 191/11, s. 30 (1).	Accessibility needs are accounted for during performance management process.	Review and update in 2022
Career development and 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. O. Reg. 191/11, s. 31	Career development and advancement accounts for accessibility needs of employees.	Review and update in 2022
Redeployment	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. O. Reg. 191/11, s. 32 (1).	Accessibility needs are accounted for when redeploying employees within the company.	Review and update in 2022

CUSTOMER SERVICE STANDARDS

Application	Requirement	Action	Status
Establishment of policies	Develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.	Policies and procedures developed as required by the Accessibility Standard and this regulation.	Review and update in 2022
	The policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.	Included in the policies.	Review and update in 2022
	Prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. Notify persons to whom it provides goods, services or facilities that the documents required are available on request. The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Documents prepared as required.	Review and update in 2022
Use of service animals and support persons	Prepare one or more documents describing its policies with respect to the matters governed by	Document prepared.	Review and update in 2022

	<p>this section and, on request, shall give a copy of any such document to any person. Notify persons to whom it provides goods, services or facilities that the documents are available on request. The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>		
<p>Notice of temporary disruptions</p>	<p>If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.</p>	<p>Temporary Disruption notification included in policies and procedures.</p>	<p>Review and update in 2022</p>
<p>Training for staff</p>	<p>Ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ul style="list-style-type: none"> o 1. Every person who is an employee of, or a volunteer with, the provider. o 2. Every person who participates in 	<p>Staff training included during new employee orientation.</p>	<p>Review and update in 2022</p>

	<p>developing the provider’s policies.</p> <p>o 3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16.</p>		
	<p>Keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.</p>	<p>Training records kept as required.</p>	<p>Review and update in 2022</p>
	<p>Prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.</p>	<p>Included in policies and procedures document.</p>	<p>Review and update in 2022</p>
	<p>Notify persons to whom it provides goods, services or facilities that the document is available on request. The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	<p>Notification is given when required.</p>	<p>Review and update in 2022</p>
<p>Feedback process required</p>	<p>Every provider shall establish a process for receiving and responding to feedback about the manner in which it provides goods, services or facilities to persons</p>	<p>Feedback process included in applicable policies and procedures document.</p>	<p>Review and update in 2022</p>

	with disabilities; and feedback about whether the feedback process established complies with subsection (3). O. Reg. 165/16, s. 16		
	The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16	Included in feedback process.	Review and update in 2022
	Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16.	Feedback process is accessible in formats requested.	Review and update in 2022
	Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.	Feedback process available to public when requested.	Review and update in 2022
	Every provider shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. Every provider shall notify persons to whom it provides goods, services or facilities that the document required is available on request. The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the	Document is available upon request.	Review and update in 2022

	provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.		
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Conclusion

Paracel Laboratories Ltd. believes in accessibility for all, regardless of disability. This organization follows all the requirements of The Accessibility Act and its associated regulations. The multi-year plan detailed above demonstrates Paracel's commitment to the intent of these Ontario requirements.

Paracel Contact Info and Reference links

See Contacts list on the Paracel Laboratories website at www.paracellabs.com

Last reviewed and updated: September 02, 2021.

Approved by: Blair Colquhoun

Position: President