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Integrated Accessibility Standard Regulation (IASR) Policies and Multi-Year Accessibility Plan

The Integrated Accessibility Standards Regulation (IASR) builds on the first standard for accessible customer service and moves organizations closer to accessibility by 2025.

General Requirements

Accessibility Policy

Our policy has been established in compliance with Regulation 191/11, "Integrated Accessibility Standards" (Regulations) under the Accessibility for Ontarians with Disabilities Act, 2005. These standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. Bluesky Personnel Inc. is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Statement of Commitment

Bluesky Personnel Inc. is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements where possible under the Accessibility for Ontarians with Disabilities Act. We are committed in ensuring that, persons with disabilities receive the same quality of service that others receive as specifically expressed in our Human Rights Policy Dignity and Respect Policy.

Multi-Year Accessibility Plan

As part of Bluesky Personnel Inc. 's commitment to meeting its obligations under the Act, Bluesky Personnel Inc. has developed a multi-year plan which outlines Bluesky Personnel Inc. 's strategy to prevent and remove barriers and meet its requirements under the AODA.

Bluesky Personnel Inc. 's Multi-Year Accessibility Plan will be reviewed and updated by Bluesky Personnel Inc. at least once every five (5) years, and as required.

Self-Serve Kiosks

Bluesky Personnel Inc. will consider the needs of people with disabilities when designing, procuring or acquiring serve service kiosks.

Required Legislative Compliance Date: January 1st, 2015

Completion Date: November 1st, 2014



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Training

Bluesky Personnel Inc. will provide training on the requirements of the IASR and on disability-related obligations under Ontario Human Rights legislation to employees, assignment employees, contractors, and any others who may be acting on Bluesky Personnel Inc.'s behalf in dealing with the public or any other third parties. Training will also be provided to all people who are involved in the development of Bluesky Personnel Inc.'s policies. Bluesky Personnel Inc. will maintain records of the dates when training is completed and the individuals who completed the training.

Required Legislative Compliance Date: January 1st, 2015

Completion Date: In progress

Information and Communication Standards

Feedback

Bluesky Personnel Inc. values your feedback. Bluesky Personnel Inc. will ensure that customer service expectations are being met and that all customers regardless of any disability receive fair and equal treatment. All feedback will receive a receipt of feedback acknowledgement. Action will occur within 21 days of receipt.

Customers, clients and assignment employees are welcome to submit comments via:

By E-mail riskmgt@staffedge.com

By Telephone 905.454.1144

In Person 181 Queen Street East Brampton, ON L6W 2B3

By Mail 181 Queen Street East Brampton, ON L6W 2B3

Required Legislative Compliance Date: January 1st, 2015

Completion Date: November 1st, 2014

Accessible Formats and Communication Supports

Bluesky Personnel Inc. will provide appropriate information and communications in an accessible manner to people with disabilities upon request. Bluesky Personnel Inc. will consult with the person to determine their accessibility needs. Bluesky Personnel Inc. is committed to providing the alternate format in a timely manner and at a cost that is not more than the regular costs charged to others.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Accessible Websites and Web Content

Bluesky Personnel Inc. will ensure that new Internet websites and new web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A. All websites and web content will conform to WCAG – Level AA as of January 2021.



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Required Legislative Compliance Date:

New Content (WCAG 2.0 Level A) January 1st, 2014

All Content (WCAG 2.0 Level AA) January 1st, 2021

Completion Date: In progress

Employment Standard

All employment services provided by Bluesky Personnel Inc. follow the principles of dignity, independences, integration and equal opportunity.

Recruitment

Bluesky Personnel Inc. will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Recruitment, Assessment or Selection Process

Bluesky Personnel Inc. will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Bluesky Personnel Inc. will 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.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Notice to Successful Applicants

When making offers of employment, Bluesky Personnel Inc. will notify the successful applicant of its policies for accommodating employees with disabilities.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Informing Employees of Supports

Bluesky Personnel Inc. will inform all employees, both new and existing, of the accessible employment practices. This includes, but is not limited to, policies on providing job accommodations that take into account an individual employee's accessibility needs due to disability. This will make all employees aware of how the organization will support them if they have a disability – or if they acquire a disability later in their career.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress



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Accessible Formats and Communication Supports for Employees

Upon request, whenever possible, Bluesky Personnel Inc. will consult with the person to determine the best method of providing the information requested and take the necessary steps to provide accessible formats and communications for the following:

1. Information needed in order to perform their job; and
2. General information that is made available to all employees in the workplace.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Workplace Emergency Response Information

Bluesky Personnel Inc. will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Bluesky Personnel Inc. is aware of the need for accommodation due to the employee's disability. Bluesky Personnel Inc. will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Bluesky Personnel Inc. will, with the consent of the employee, provide the workplace emergency response information to the person designated by Bluesky Personnel Inc. to provide assistance to the employee.

Bluesky Personnel Inc. will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Required Legislative Compliance Date: January 1st, 2012

Completion Date: January 1st, 2012

Documented Individual Accommodation Plans

Bluesky Personnel Inc. will take the following steps to develop and put in place a process for developing documented Individual Accommodation Plans (IAP) and processes for employees that have been absent due to a disability:

Develop an Individual Accommodation Plan (IAP) that includes the following:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- Bluesky Personnel Inc. may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Steps taken to protect the privacy of the employee's personal information;



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- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Return to Work

Bluesky Personnel Inc. will develop a process that supports employees who have been absent due to a disability and who require related accommodations when they return to work.

The return to work process will:

- Be documented and outline the steps that will be taken to facilitate an employee's return to work.
- Use documented individual accommodation plans.

The return to work process will not replace or override any other return to work processes created under any other law.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress

Performance Management, Career Development and Advancement and Redeployment

Bluesky Personnel Inc. will develop processes that take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

Bluesky Personnel Inc. will review an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance on the job.

Bluesky Personnel Inc. will adjust the accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed.

Required Legislative Compliance Date: January 1st, 2016

Completion Date: In progress