



## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

This accessibility plan outlines the policies and actions that Giftcraft Ltd. will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [\*Integrated Accessibility Standards, Ontario Regulation 191/11.\*](#)

### Statement of Commitment

Giftcraft Ltd. believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Giftcraft Ltd. Multi-Year Accessibility Plan

#### Part I: General Requirements

Initiative	Requirement	Action	Status	Compliance Date
Establishment of Accessibility Policy	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"> <li>Giftcraft’s Accessibility Policy is completed and posted on Giftcraft’s Internal communications board. The policy is publicly available upon request in accessible formats.</li> </ul>	Completed	January 1, 2014
Accessibility Plans	Large organizations shall, <ol style="list-style-type: none"> <li>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;</li> <li>post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> </ol>	<ul style="list-style-type: none"> <li>Giftcraft has an AODA committee that meets ongoing to understand the requirements and to ensure compliance deadlines have been met</li> <li>Giftcraft’s Accessibility Plan is posted on our Company website, and will be available in accessible formats upon request.</li> <li>Giftcraft’s</li> </ul>	Completed	January 1, 2014
			Complete	January 1, 2015



Initiative	Requirement	Action	Status	Compliance Date
	c) review and update the accessibility plan at least once every five years.	Accessibility Plan will be reviewed and updated as required and at least once every 5 years		
<b>Training</b>	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ol style="list-style-type: none"> <li>all employees, and volunteers;</li> <li>all persons who participate in developing the organization's policies; and</li> <li>all other persons who provide goods, services or facilities on behalf of the organization.</li> </ol>	<ul style="list-style-type: none"> <li>Giftcraft introduced and provided AODA Training as part of the AODA Customer Service Standard implementation.</li> <li>Giftcraft Team Members will receive AODA training ongoing to ensure awareness and understanding.</li> <li>Giftcraft ensures AODA training is part of the Giftcraft's Onboarding Program.</li> </ul>	Complete	January 1, 2015

## Part II – Information and Communication Standards

Initiative	Requirement	Action	Status	Compliance Date
<b>Feedback</b>	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.	<ul style="list-style-type: none"> <li>Giftcraft ensures that the processes for receiving and responding to feedback are accessible to persons with disabilities. Giftcraft will provide or arrange for accessible formats and communications supports, upon request</li> </ul>	Complete	January 1, 2015
<b>Accessible Formats &amp; Communication Supports</b>	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, <ol style="list-style-type: none"> <li>in a timely manner that takes into account the person's accessibility needs due to disability; and</li> </ol>	<ul style="list-style-type: none"> <li>Giftcraft, upon request, to the extent practicable will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.</li> <li>Giftcraft will consult with the person making the request to determine suitability of accessible format or communication support.</li> </ul>	In Progress	January 1, 2016



Initiative	Requirement	Action	Status	Compliance Date
	b) at a cost that is no more than the regular cost charged to other persons.	<ul style="list-style-type: none"> <li>Giftcraft will provide a notification on its website that we will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost that is no more than the regular cost charged to other persons)</li> </ul>		
Accessible Websites & Web Content	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.	<ul style="list-style-type: none"> <li>Giftcraft refreshed its website / web content to conform to Level A of the Worldwide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0) and will comply with WCAG 2.0 Level AA by 2021 to the extent practicable.</li> </ul>	Complete	January 1, 2014
			In progress	January 1, 2021

### Part III – Employment Standard

Initiative	Requirement	Action	Status	Compliance Date
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"> <li>Giftcraft will include language on job postings to make applicants aware that accommodation is available upon request in accordance with AODA requirements.</li> </ul>	In Progress	January 1, 2016
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.	<ul style="list-style-type: none"> <li>Giftcraft will inform applicants who are selected and invited to participate in the recruitment process that reasonable accommodations are available, upon request.</li> <li>Giftcraft will inform successful applicants about the availability of</li> </ul>	In Progress	January 1, 2016



Initiative	Requirement	Action	Status	Compliance Date
	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.	accommodations when making offers of employment and specifically as part of the Giftcraft's Onboarding Program (or as soon as practicable after the new Team Member begins employment)		
<b>Notice to Successful Applicants</b>	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> <li>Giftcraft will include language in the employment offer letters regarding its accessibility policies and where to find / access information.</li> </ul>	In Progress	January 1, 2016
<b>Informing Employees of Supports</b>	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.	<ul style="list-style-type: none"> <li>Giftcraft will inform current Team Members and new hires of policies supporting employees with disabilities (as soon as practicable after they begin employment)</li> <li>Giftcraft will keep Team Members abreast of changes to policies/ procedures relating to accommodation.</li> </ul>	In Progress	January 1, 2016
	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> <li>Giftcraft's Accessibility policies and processes are incorporated in the Giftcraft's Onboarding Program in Ontario.</li> </ul>	In Progress	January 1, 2016
	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.	<ul style="list-style-type: none"> <li>Giftcraft will develop a process and strategy to communicate any policy changes by email and internal communication board.</li> </ul>	In Progress	January 1, 2016



Initiative	Requirement	Action	Status	Compliance Date
Accessible Formats and Communication Supports for Employees	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, <ul style="list-style-type: none"> <li>a) information that is needed in order to perform the employee’s job; and</li> <li>b) information that is generally available to employees in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>When requested by a Team Member with a disability, Giftcraft will consult with the Team Member to provide or arrange for the provision of accessible formats and communication supports needed to perform the team members job.</li> </ul>	In Progress	January 1, 2016
	The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> <li>Giftcraft will consult with the Team Member to determine accommodation needs and advise team member of a suitable solution</li> </ul>	In Progress	January 1, 2016
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.	<ul style="list-style-type: none"> <li>Giftcraft will provide Team Members with a disability individualized workplace Emergency Response Information</li> </ul>	Completed	January 1, 2012
	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	<ul style="list-style-type: none"> <li>Giftcraft has a process in place for creating Individualized Workplace Emergency Response Information which includes consent from the Giftcraft employee to share the information with those designated to provide</li> </ul>	Completed	January 1, 2012



Initiative	Requirement	Action	Status	Compliance Date
	provide assistance to the employee.	assistance in the event of an emergency		
	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.	<ul style="list-style-type: none"> <li>Upon request, Giftcraft's Managers will work with the Team Member who requires accommodation to provide Individual Workplace Emergency Response Information (as soon as practicable)</li> </ul>	Completed	January 1, 2012
	<p>Every employer shall review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> <li>(a) when the employee moves to a different location in the organization;</li> <li>(b) when the employee's overall accommodations needs or plans are reviewed; and</li> <li>(c) when the employer reviews its general emergency response policies.</li> </ul>	<ul style="list-style-type: none"> <li>Giftcraft reviews Individualized Workplace Emergency Response Information when the Team Member moves to a different location in the organization; when the Team Members overall accommodations needs or plans are reviewed; and when Giftcraft reviews its general emergency response policies.</li> </ul>	Completed	January 1, 2012
<b>Documented Individual Accommodation Plans</b>	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.	<ul style="list-style-type: none"> <li>Giftcraft will create a written process for the development of individual accommodation plans and return to work plans for Team Members with disabilities.</li> </ul>	In Progress	January 1, 2016



Initiative	Requirement	Action	Status	Compliance Date
	<p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>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.</li> <li>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.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will</li> </ol>	<ul style="list-style-type: none"> <li>• Giftcraft will include in the process and plans all of the required elements in accordance with the provisions of the IASR</li> </ul>	In Progress	January 1, 2016



Initiative	Requirement	Action	Status	Compliance Date
	<p>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><b>Return to Work Process</b></p>	<p>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>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 documented individual accommodation plans, as part of the process</p> <p>The return to work process referenced in this section does not replace or override any other return to work process</p>	<ul style="list-style-type: none"> <li>• Giftcraft will develop and document a return to work process for Team Members who have been absent from work due to a disability.</li> <li>• Giftcraft's return to work process will outline the steps that Giftcraft will take to facilitate the Team Members return to work and will use the individual accommodation plan as part of a successful return to work.</li> </ul>	<p>In Progress</p>	<p>January 1, 2016</p>





Initiative	Requirement	Action	Status	Compliance Date
	created by or under any other statute.			
<b>Performance Management</b>	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"> <li>Giftcraft's process for performance management takes into consideration the accessibility needs of Team Members with disabilities, as well as individual accommodation plans.</li> </ul>	In Progress	January 1, 2016
<b>Career Development &amp; Advancement</b>	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"> <li>Giftcraft takes into consideration the accessibility needs of its Team Members with disabilities as well as any individual accommodation plans, when providing career development and advancement.</li> </ul>	In Progress	January 1, 2016
<b>Redeployment</b>	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.	<ul style="list-style-type: none"> <li>Giftcraft will take into account the accessibility needs of its Team Members with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities</li> </ul>	In Progress	January 1, 2016