



2014-2018

Multi-Year Accessibility Plan

Updated December 2017

Submitted by
Michael Hart, Chair
Accessibility Planning Committee



Multi-Year Accessibility Plan 2014 - 2018
Version: 1.8
Revised December 2017

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Executive Summary

Barrier identification, prevention and removal are ongoing processes. This current 2014-2018 Accessibility Plan provides details on the progress of barrier prevention and removal objectives, plus it describes new barrier prevention and removal priorities that have been identified since the original plan was produced. Updates to the document on the status and progress of the goals and objectives are made annually and a full plan review and new plan is produced each 5 years

Simpro Solutions recognizes the five Accessibility Standards developed or under development through the mandate of the Accessibility for Ontarians with Disabilities Act (AODA 2005). The 5 standards are:

- Customer Service Accessibility Standard
- Accessible Transportation Standard
- Accessible Information and Communications Standard
- Accessible Built Environment Standard
- Employment Accessibility Standard

It is further acknowledged that the Integrated Accessibility Regulation is considered.

The current plan includes Simpro Solutions commitment to sustain its compliance obligations.

The key objectives of the 2014-2018 Plan are:

- to report on the evaluation and prioritization of the recommendations of previous Accessibility Plans in conjunction with short and long range planning and financing objectives;
- to report on opportunities provided for employees, staff, Management and visitors to participate in the ongoing barrier identification process;
- to report on the status of Simpro Solutions compliance with the Accessible Customer Service Standard and future AODA Standards as they are established.

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Simpro Solutions Accessibility Plan

This 2014-2018 report constitutes our first Accessibility Plan which was established in December 2013. Progress on the plan is updated annually. A broader extended plan will again be produced in December of 2018. This process is ongoing to ensure our organization meets its continuous goal to ensure a barrier free work place. As such, the 2014-2018 Accessibility Plan extends a synopsis of the progress on recommendations that have been approved by Simpro Solutions Accessibility Planning Committee to identify, remove and prevent barriers for persons with disabilities.

This report:

- reviews the commitments and progress that Simpro Solutions has made in the past plan(s) to identify, remove and prevent barriers to persons with disabilities in its facilities, policies, programs, practices and services
- provides updates on the processes by which Simpro Solutions will use to identify barriers to people with disabilities
- describes the measures Simpro Solutions will take in the coming years, to remove and prevent barriers to persons with disabilities
- examines our progress on barrier identification, prevention and removal strategies which are now aligned with the current five AODA Accessibility Standards and Regulations, either implemented or under development.

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SECTION ONE

Accessibility Planning In Action

1.1 Mandate of the Accessibility Planning Committee

Established in December 2013 the mandate of the Simpro Solutions Accessibility Planning Committee is to:

- Conduct inquiries regarding potential and actual barriers to people with disabilities in all facilities, regulations, policies, programs, practices and services offered by Simpro Solutions
- Identify facilities, regulations, policies, programs, practices and services that cause or may cause barriers to people with disabilities
- Prioritize and specify barriers that will be removed or otherwise modified in the coming year(s) within the limits of the financial and human resources available
- Describe how these barriers will be removed or prevented
- Prepare an annual update on these activities
- Make an Annual Accessibility Plan available to the public

1.2 Simpro Solutions Accessibility Planning Committee 2014-2018

The following representatives of Simpro Solutions comprise the Simpro Solutions Accessibility Planning Committee for 2014-2018:

Planning Committee Member	Department	Contact Information Main: 416-915-9571
Steve Byrne	Operations	steveb@simprosolutions.com> x224
Josh Forget	Information Technology	josh@simprosolutions.com> x246
Robert Del Rosario	Training	robertr@simprosolutions.com> x230
Tanaz Fadaei	Human Resources	tannazf@simprosolutions.com> x0

SECTION TWO

2014 - 2018 Accessibility Plan Update

An update on the actions and measures set out in the 2014 - 2018 Accessibility Plan to identify, prevent and remove barriers for persons with disabilities when accessing Simpro Solutions facilities, programs and services is presented below.

2.1 Update on previous and ongoing plans barrier identification methods

The table below specifies each barrier identification method that was implemented during of the previous plan and it indicates the current status of the specific barrier identification method.

Methodology	Status
Incoming Employee Voluntary Self-Identification Form available in hardcopy	Ongoing -- As employees are on-boarded by Simpro Solutions they are invited to make contact with a Human Resources to address accessibility and accommodation requirements as required.
Consultation with departmental representatives comprising the Simpro Solutions Accessibility Planning Committee	Ongoing – per the mandate of the Simpro Solutions Accessibility Planning Committee
Management and Staff survey on barriers to persons with disabilities	Ongoing - On-line Barrier Identification, Prevention and Removal form is available for all members and guests of the Simpro Solutions to complete and return to the Accessibility Planning Committee Chair.
Facility Safety Audit	Ongoing – At least one member of the Accessibility Planning Committee participates in the annual safety audit of Simpro Solutions physical facilities.
Physical Accessibility Audit of facilities	Audits completed in December of each calendar year. Report on findings are reviewed by the Committee and priorities set within budget

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2.2 Update on previous barrier prevention and removal objectives

The following table provides a brief description and the current status of previously identified objectives.

<i>Previously Identified Objective</i>	<i>Progress & (status)</i>
Maintenance and up keep of access routes during building remodeling. Consult with building management and monitor that all access routes are free of obstructions.	Regular monitoring of access routes is completed as the building re-modeling was completed in 2017. Ongoing monitoring continues during business as usual state in order to keep access routes clear of barriers and obstructions (completed and ongoing)
Conduct audit of training materials and job aides to ensure accessibility and to provide and implement solutions to ensure accessibility to information.	Audit materials and provide recommendations to committee (completed and ongoing)
Conduct audit of all HR forms and policies to ensure accessibility and to provide and implement solutions to ensure accessibility.	Early self-identification form created. (Completed 2014) Accesibility to all other forms ongoing.
Conduct audit of all on-line applications to ensure accessibility and to provide and implement solutions to ensure accessibility.	ongoing
Review and update Accessible Customer Service Policies & Procedures according to AODA Standard	Accessible Customer Service Policy approved in September 2014 (completed)
Complete physical accessibility audits of regional Facilities and provide recommendations to Committee	Last audit completed in Jan 2018 and recommendations reviewed by the Accessibility Planning Committee. (Audit completed/recommendations are currently under review)
Assess operation of all automatic door openers and repair as needed	Matter referred to Facility Services (ongoing)
Update of emergency evacuation procedures to ensure that fire marshals and staff are educated on policy, procedure and the accommodations required for persons with disabilities in the event of an emergency evacuation.	(in progress)

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<i>Previously Identified Objective</i>	<i>Progress & Status</i>
<p>Areas of Simpro Solutions have been noted for improvement/retrofit and are prioritized within budgetary constraints as recommended by the Accessibility Planning Committee.</p>	<p>See following section titled 2014-2018 Accessibility Improvement Priorities for a list of accessibility improvements that have been brought forward by the Accessibility Planning Committee for consideration in Simpro Solutions operating budget. (ongoing)</p>
<p>A Management Guide for employees with disabilities is in final draft form with a publication date planned for the 2018.</p>	<p>(in progress)</p>
<p>A current inventory of designated parking spaces has been completed.</p>	<p>Current construction of the building will necessitate a review of designated parking spaces when construction is completed in 2016 (completed)</p>
<p>Consult with food vendors in the lobby to ensure that they visibly publish food ingredients re: allergies</p>	<p>Cafeteria management agreed to post generic notice of possible allergenic substances in food being served, November 2014 (completed)</p>
<p>Using resources available to Simpro Solutions, provide a guide to assist individuals and departments to review existing policy and procedures for compliance.</p>	<p>A Guide to for reviewing Accessible Policies and Procedures will be developed and distributed to all departments that have policies and procedures in place. (in progress)</p>

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SECTION THREE

2014 - 2018 Accessibility Planning Initiatives

3.1 Methods to be used for identifying barriers in 2014-2018

The following chart sets out Simpro Solutions commitment to the methods that will continue to be used or be introduced in 2014-2018:

Method	Description
Continuation of the Accessibility Planning Committee	The Accessibility Planning Committee which represents the broader interests of Simpro Solutions will assess and recommend current measures to identify, remove and prevent barriers and to coordinate Facility-wide awareness initiatives.
Accessibility audit of external and internal facilities, services and programs.	In collaboration with community agencies and persons with disabilities, ongoing accessibility audits and safety audits of facilities, services and policies will occur.
Survey of Management and Staff	The on-line barrier identification survey will be promoted to all employees and employees of Simpro Solutions.
Feedback questionnaire	A feedback form is available to employees and customers to make suggestions for improvements in all aspects of the Simpro's operations, including accessibility.
Access to members of the Accessibility Planning Committee	Any member of Simpro Solutions is invited to bring forward a complaint or recommendation regarding barrier identification, removal and/or prevention.

3.2 Barrier prevention and removal update for 2014-2018

Using the Accessibility Directorate's five currently specified Accessibility Standards, these areas have been adopted as the categories under which barriers have been identified.

The barrier identification process used to create the current list of objectives for 2014-2018 relies on the results of surveys, voluntary identification of barriers by staff and Management as well as information provided by individual members of the Accessibility Planning Committee.

A summary of newly identified barriers is presented in the remainder of this section under items 3.3 to 3.7.

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3.3 Customer Service

Areas of Simpro Solutions Reviewed for Accessibility	Barriers Identified as of December 2017	Strategies to Remove & Prevent Barriers	Responsibilities & Timeline
AODA Customer Service	Training and awareness	Continue to provide the mandated employee training as set out by the Accessible Customer Service Standard. Ongoing awareness-raising and developing and sharing resources for employees	Simpro Solutions Accessibility Planning Committee with Office for Employee Development and Services and Human Resources Department. Training implemented 2014 (ongoing)

3.4 Transportation

Areas of Simpro Solutions Reviewed for Accessibility	Barriers Identified as of December 2017	Strategies to Remove & Prevent Barriers	Responsibilities & Timeline
AODA Accessible Transportation Standard	None at this time	Communicate the progress of any developments pertaining to the proposed Accessible Transportation Standard and its application to stakeholders within Simpro Solutions as information is made available	Simpro Solutions Accessibility Planning Committee Chair (evaluation is ongoing)

3.5 Information and Communication

Areas of Simpro Solutions Reviewed for Accessibility	Barriers Identified as of December 2017	Strategies to Remove & Prevent Barriers	Responsibilities & Timeline
AODA Information and Communication Standard	Training aides, job aides, on line tools/information	Communicate the progress of the development of the proposed Information and Communications Standard and its future application to stakeholders within Simpro Solutions	Simpro Solutions Accessibility Planning Committee with the Chief Information Officer (ongoing)
AODA Information and Communication Standard	Planning for future projects and accessibility	Anticipate potential barriers relative to the proposed standard and include these in future projects and programs involving Simpro Solutions	Simpro Solutions Accessibility Planning Committee with the Chief Information Officer (ongoing)

3.6 Built Environment

Areas of Simpro Solutions Reviewed for Accessibility	Barriers Identified as of December 2017	Strategies to Remove & Prevent Barriers	Responsibilities & Timeline
Physical Accessibility	Automatic Doors	Identified barriers to physical access will be reviewed by the Committee, prioritized and scheduled according to budgetary limits	Simpro Solutions Accessibility Planning Committee (ongoing)
AODA Accessible Built Environment Standard	Work Station Access	Communicate the progress of the development of the proposed Accessible Built Environment Standard and its future application to stakeholders within Simpro Solutions	Simpro Solutions Accessibility Planning Committee with the Office of the Vice President Administration & Finance (ongoing)
Built environment	Considering accessibility as a priority in planning of work place reconfiguration	Anticipate potential barriers relative to the proposed standard and include these in future projects and programs involving Simpro Solutions	Simpro Solutions Accessibility Planning Committee and the Director of Facility Services, Projects, and Construction (ongoing)

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3.7 Employment

Areas of Simpro Solutions Reviewed for Accessibility	Barriers Identified as of December 2017	Strategies to Remove & Prevent Barriers	Responsibilities & Timeline
AODA Customer Service Accessibility Standard	Accessibility to job aides and training aides	Provide training within Simpro Solutions regarding compliance requirements as per the AODA Customer Service Accessibility Standard	Simpro Solutions Accessibility Planning Committee with the Human Resources Department (ongoing)
AODA Accessible Employment Standard	Accessibility to work applications (Technology)	Communicate the progress of the development of the Accessible Employment Standard and its future application to stakeholders within Simpro Solutions	Simpro Solutions Accessibility Planning Committee with the Human Resources Department and Information Services (ongoing)

2014-2018 Accessibility Improvement Priorities

Considering safety issues as the primary factor, followed by customer service compliance requirements, and available resources to further the completion of previous years' barrier and removal objectives, the following barrier identification, prevention and removal priorities are endorsed by the Simpro Solutions Accessibility Planning Committee for 2014-2018:

Item	Action	Leaders
Directional signage	Consult with building management to identify locations, determine content of required signage, order and install during construction/re-modeling. (Completed 2016)	<ul style="list-style-type: none"> • Disability Services • Facility Services
Accessible pedestrian link between street level parking and the main building entrance	Access route will be affected by the current construction/re-modelling of the building. Consult with building management to Include wheelchair access considerations as part of vehicle and pedestrian traffic routes in this construction project. (completed 2016)	<ul style="list-style-type: none"> • Disability Services • Facility Services • Health & Safety
Automatic doors.	Apply for budget allocation and prioritize the installation of automatic doors. (Ongoing)	<ul style="list-style-type: none"> • Disability Services • Facility Services
Accessible information	Last audit completed in 2016. Implementation ongoing.	<ul style="list-style-type: none"> • Disability Services • Information Services
Accessibility Audits	Complete physical accessibility audits and provide recommendations to Committee. On track and ongoing.	<ul style="list-style-type: none"> • Disability Services • Facility Services • Health & Safety
Accessibility to printed and on line media.	Complete information accessibility audits and provide recommendations to Committee. On track and ongoing.	<ul style="list-style-type: none"> • Disability Services • Human Resources • Information Services

Review and Monitoring Process

The Planning Committee will meet regularly and at the call of the Chair to review the action plan and update progress on the plan. Members of the committee will advise staff and Management members, either through personal contacts or by e-mail, about the role of the Accessibility Planning Committee and will seek input regarding the objectives of the plan.

Communication of the Plan

A copy of this plan is posted and available on Simpro Solutions Web site at www.simprosolutions.com.

Inquiries regarding Simpro Solutions 2014-2018 accessibility planning process or requests for an alternate format copy of this plan may be directed to the Accessibility Planning Committee Chair in the following ways:

Mail: 100 Consilium Place, Toronto, Ontario, M1H 3E3

Telephone: 416.915.9571

Fax: 1.866.277.2195

Email: accessibility@simprosolutions.com