

AODA Multi-Year Accessibility Plan

Year	Customer Service Standard	Deliverables	Activities	Status		
				Complete	In Progress	Ongoing
2012	Policies, Practices and Procedures <ul style="list-style-type: none"> Establish policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation. Create document describing policies, procedures and practices; provide upon request in alternative format. 	<ul style="list-style-type: none"> Establish Hallmark Canada CSS policy Ensure document developed is accessible Post policy on website 	<ul style="list-style-type: none"> Policy written, approved and posted on Hallmark Canada website Increase communication strategy around company-wide AODA obligations 	x		x
	Communication <ul style="list-style-type: none"> Must communicate with a person with a disability in a manner that takes into account their disability. 	<ul style="list-style-type: none"> Include in CSS policy Include in content of CSS training 	<ul style="list-style-type: none"> Sign off of policy to ensure understanding of CSS policy 	x		x
	Use of Service Animals and Support Persons <ul style="list-style-type: none"> Establish policies and procedures around a person with a disability being accompanied by a service animal or support person. Create document describing policies and procedures; provide upon request 	<ul style="list-style-type: none"> Inform employees of internal resource contacts if questions arise 	<ul style="list-style-type: none"> Statement included in CSS Policy Continued commitment on communicating this obligation 	x		x
	Notice of Temporary Disruptions <ul style="list-style-type: none"> Provide public notice of disruption in facilities by posting on premise. Include notice of reason for disruption, anticipated duration and description, if available. Create a document describing steps to be taken for temporary disruptions; provide upon request. 	<ul style="list-style-type: none"> Inform employees of this obligation. Include information in CSS policy. Develop template to address disruptions for facilities management 	<ul style="list-style-type: none"> Commitment written into policy. Template developed for disruptions. Communication to all service areas on this obligation. 	x		x
	Training for Staff <ul style="list-style-type: none"> Provide training to: <ul style="list-style-type: none"> employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Hallmark Canada. employees involved in development and approval of customer service policies, practices and procedures. Create document describing policies and procedures; provide upon request. Provide training on ongoing basis to reflect changes to policies, practices and procedures. Keep records of training provided. 	<ul style="list-style-type: none"> Develop CSS training policy. Develop CSS training. Inform management and request for adoption of training delivery. Develop process to provide training on an on-going basis. Develop process to keep records of training, dates and people trained. 	<ul style="list-style-type: none"> Policy on CSS training incorporated into CSS policy. Developed online training module on Hallmark TMS. Purchased some training from external vendor for employees who required more comprehensive coverage. Senior management requested to communicate obligation for required employees to complete training. 	x		x
	Feedback Process <ul style="list-style-type: none"> Establish policies for receiving and responding to feedback; make information about process publicly available. Create document describing process. 	<ul style="list-style-type: none"> Establish process. Post process on AODA page on Hallmark website. 	<ul style="list-style-type: none"> Established process. 	x		
	Notice of Availability of Documents <ul style="list-style-type: none"> Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method. 	<ul style="list-style-type: none"> Include required notice at end of CSS policy regarding documents produced by AODA Officer. 	<ul style="list-style-type: none"> Statement included in CSS Policy. 	x		

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	Format of documents <ul style="list-style-type: none"> • Alternate format of documents covered by this regulation must take into account person's disability. 	<ul style="list-style-type: none"> • All documents produced by AODA Officer to be in an accessible digital format. 	<ul style="list-style-type: none"> • Commitment from AODA Officer to ensure all material developed from office is in an accessible digital format. 	x		x
	Emergency Procedures, Plans and Information <ul style="list-style-type: none"> • Make information available to public in an accessible format or with appropriate communication supports, upon request. 	<ul style="list-style-type: none"> • Update and ensure Emergency Procedure Manual is accessible format 	<ul style="list-style-type: none"> • Updated Emergency Procedure Manual 	x		
	Workplace Emergency Response Information <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability as necessary. 	<ul style="list-style-type: none"> • Update Emergency Procedure Manual. • Ensure employees who have a disability understand their individual emergency response information. 	<ul style="list-style-type: none"> • Updated Emergency Procedure Manual. • Confirmed employees who have a disability understand what to do in an emergency. 	x		x
	Accessibility Policies <ul style="list-style-type: none"> • Develop, implement and maintain policies about what Hallmark Canada will do to meet the IASR requirements and become more accessible. 	<ul style="list-style-type: none"> • Prepare a policy. 	<ul style="list-style-type: none"> • Prepared and approved policy. • Connect with KC and post on Hallmark website. • Ensure document is in accessible digital format. 	x		x
2	Multi-Year Accessibility Plans <ul style="list-style-type: none"> • Create multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible. • Prepare annual status report on the progress taken, post status report and make accessible. 	<ul style="list-style-type: none"> • Prepare multi-year plan. 	<ul style="list-style-type: none"> • Prepared multi-year plan. 	x		x
0	Procuring or Acquiring Goods, Services or Facilities <ul style="list-style-type: none"> • Incorporate accessibility criteria and features; if not possible, provide explanation upon request. 	<ul style="list-style-type: none"> • Develop accessibility-related resources and information. 	<ul style="list-style-type: none"> • Communicate this obligation to applicable areas. 		public only - n/a	
1	Self-Serve Kiosks <ul style="list-style-type: none"> • Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks. 	<ul style="list-style-type: none"> • Resource acceptable standards and build obligation into procurement process. 	<ul style="list-style-type: none"> • Built into procurement process. • Communicate this obligation to all areas. 		new kiosks only - n/a	
3	New Internet Websites and Web Content <ul style="list-style-type: none"> • Conform to WCAG 2.0, initially Level A. 	<ul style="list-style-type: none"> • Website content is Level A compliant. • Website content is accessible. 	<ul style="list-style-type: none"> • Create awareness of obligation with KC HR. • Ensure website, web content and web applications are Level A compliant. 	x		x
				x		x

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2014	<p>Training</p> <ul style="list-style-type: none"> ● Train all employees, volunteers, persons developing policies and all others providing goods, services or facilities on behalf of Hallmark Canada on requirements of IASR standards. ● Provide ongoing training regarding any changes. ● Keep record of training, dates trained, numbers trained. 	<ul style="list-style-type: none"> ● Source and or develop training to meet requirements. Deliver training as soon as practicable in 2015 	<ul style="list-style-type: none"> ● Secure training to meet obligation. ● Communicate training requirements to all employees and volunteers. ● Ensure training is available in accessible format. ● Ensure completion of training is tracked. ● Develop strategy to ensure compliance of all employees and volunteers. 	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>		<p>x</p> <p>x</p> <p>x</p> <p>x</p>
	<p>Accessible Feedback Processes</p> <ul style="list-style-type: none"> ● Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. ● Notify public about availability of accessible formats and communication supports. 	<ul style="list-style-type: none"> ● Feedback process established under the customer service standards. 	<ul style="list-style-type: none"> ● Feedback process created/revised. ● Develop a strategy to embed the feedback process into all processes across Hallmark Canada. ● Develop communication strategy to ensure all employees are aware of feedback process. 	<p>x</p> <p>x</p> <p>x</p>		<p>x</p> <p>x</p> <p>x</p>
2015	<p>Recruitment</p> <ul style="list-style-type: none"> ● Notify applicants about the availability of accommodation. ● Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used. ● Consult with applicant or arrange to provide the accommodation. 	<ul style="list-style-type: none"> ● Prepare communication to notify potential applications about accommodation process. ● Consult with potential applications when a request is made. ● Accommodate applicants during the hiring process, upon request. 	<ul style="list-style-type: none"> ● Develop working group to address obligation and align with HR practices. ● Include accommodation communication in all recruitment ads and hiring process. ● Include AODA clause in all employment agreements. 	<p>x</p> <p>x</p> <p>x</p>		<p>x</p> <p>x</p> <p>x</p>
	<p>Employee accommodation</p> <ul style="list-style-type: none"> ● Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation. ● Develop a written process for developing documented individual accommodation plans. 	<ul style="list-style-type: none"> ● Develop a written process for individualized accommodation plans (IAP). 	<ul style="list-style-type: none"> ● Create template for Employee Accommodation Process in AODA and IASR. ● Prepare a communication to communicate obligation to all employees. ● Develop a written process for IAP. 	<p>x</p> <p>x</p> <p>x</p>		
	<p>Employees returning to work</p> <ul style="list-style-type: none"> ● Establish a documented return-to-work process. ● Process to facilitate RTW and document IAP. 	<ul style="list-style-type: none"> ● Prepare a documented return-to-work process in place. ● Incorporate IAP in RTW process. 	<ul style="list-style-type: none"> ● Establish Return to Work Process. ● Incorporate IAP into RTW Process. ● Communicate to all employees. 	<p>x</p> <p>x</p> <p>x</p>		

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	<p>Performance management, career development and redeployment</p> <ul style="list-style-type: none"> ● Take into account disability and accommodation plan when using performance management, when redeploying employees. 	<ul style="list-style-type: none"> ● Prepare document outlining process to ensure IAP is involved during performance management and redeployment. 	<ul style="list-style-type: none"> ● Revise internal policies related to performance management, career development and redeployment. ● Communicate to all employees. Make accessible. 	<p>x</p> <p>x</p>		
	<p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> ● Arrange for accessible formats and communication supports. 	<ul style="list-style-type: none"> ● Prepare a process to facilitate this obligation. 	<ul style="list-style-type: none"> ● Communicate to all employees. Make accessible. 	<p>x</p>		
<p>by 2021</p>	<p>All public (external) websites and web content published after Jan. 1, 2012</p> <ul style="list-style-type: none"> ● Conform to WCAG 2.0, Level AA. 	<ul style="list-style-type: none"> ● Website content is Level AA compliant. ● Website content is accessible. 	<ul style="list-style-type: none"> ● Create awareness of obligation with KC HR. ● Ensure website, web content and web applications are Level AA compliant. 	<p>x</p>		<p>x</p>