

## **Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards Regulation Policy (IASR)**

### **Our Commitment:**

Amsterdam Brewery is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

### **Definitions:**

**“Accessible formats”** are alternatives to standard print such as large print, recorded audio, and Braille.

**“Barriers”** are anything that prevent a person with a disability from fully taking part in society because of that disability. Barriers include:

- physical barriers e.g. a step at the entrance to a building;
- architectural barriers e.g. no elevators in a building of more than one floor;
- information or communications barriers e.g. a publication that is not available in large print, attitudinal barriers e.g. assuming a person with a disability cannot perform a certain task;
- policies or practices e.g. a recruitment process that does not offer accommodations

**“Communication supports”** are used to facilitate effective communication with people with disabilities and may include but not limited:

- Verbal explanation of a written document
- Video captioning, transcripts
- Use of plain language or sign language / Larger font

**“Redeployment”** is the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

**“Disability”** means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*;

**“Information”** includes data, facts and knowledge in any format, including text, audio, digital, and images.

**Policy:****Accessibility Plan:**

Amsterdam Brewery's multi year accessibility plan (the "Plan") is set out in Appendix A.

Amsterdam Brewery will:

- (i) implement each Accessibility Standard on or before the date set out in the Plan
- (ii) post the Plan on its corporate website and provide an accessible format on request
- (iii) review and update the Plan at least once every five years

**Self-Service Kiosk:**

Amsterdam Brewery shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

**Accessibility Training:**

Amsterdam Brewery will provide accessibility training to:

- (i) all of its employees, current and new
- (ii) all other people who provide products and services on behalf of Amsterdam Brewery who are not required to be trained by another organization.

The accessibility training will cover:

- (i) the Accessibility Standards set out below
- (ii) the rights of persons with disabilities under the Ontario Human Rights Code

Amsterdam Brewery will:

- (i) provide accessibility training appropriate to a person's duties performed on behalf of Amsterdam Brewery
- (ii) update the accessibility training to reflect any changes to this Policy
- (iii) keep a record of the accessibility training provided

**Accessibility Standards:****1. Information and Communication Standards**

This section outlines how Amsterdam Brewery will make information accessible for people with disabilities.

**1.1 Feedback Processes:**

Amsterdam Brewery will:

- (i) provide accessible formats and communication supports for its processes for receiving and responding to feedback on request
- (ii) notify the public about the availability of these formats and supports

**1.2 Requests for Accessible Formats and Communication Supports:**

Amsterdam Brewery will notify the public about the availability of accessible formats and communication supports.

When requested, Amsterdam Brewery will:

- (i) consult with the person making the request to determine their accessibility needs
- (ii) provide information in an accessible format and with communication supports, taking into account the person's accessibility needs due to disability
- (iii) provide accessible formats and communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons

### **1.3 Website Accessibility:**

Amsterdam Brewery will make its external websites and their web content accessible to people with disabilities by conforming to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 according to the following schedule:

- (i) By January 1, 2014, any new websites and their content and any existing websites that undergo a significant refresh will conform to WCAG 2.0 Level A.
- (ii) By January 1, 2021, all existing and new websites and their web content will conform to WCAG 2.0 Level AA.

### **1.4 Exceptions to Information and Communication Standards:**

The requirements set out in sections 1.1, 1.2 and 1.3 above do not apply to:

- (i) products
- (ii) information that Amsterdam Brewery does not control directly or indirectly through a contract
- (iii) information or communications that cannot be converted because it is not feasible to convert them or the technology to convert them is not readily available

If it is determined that information or communications cannot be converted, Amsterdam Brewery will provide the person requesting the information or communication with:

- (i) an explanation of why the information or communication cannot be converted; and
- (ii) a summary of the information or communication.

## **2. Employment Standards:**

This section outlines how Amsterdam Brewery will make accessibility part of the recruitment process and support employees with disabilities. These standards only apply to employees or potential employees and do not apply to any non-paid individuals.

### **2.1 Recruitment:**

When advertising job positions, Amsterdam Brewery will notify its employees and the public about the availability of accommodation for job applicants with disabilities.

When inviting individually selected job applicants to participate in the interview process, Amsterdam Brewery will:

- (i) inform the applicant that accessibility accommodations are available upon request
- (ii) consult with an applicant who requests accommodation and provide suitable accommodation based on the applicant's accessibility needs

- (iii) When offering a job to a successful applicant Amsterdam Brewery will inform them of Amsterdam Brewery's policies on accommodating employees with disabilities.

## **2.2 Accessible Formats and Communication Supports for Employees:**

Amsterdam Brewery will:

- (i) inform employees of its accessible employment policies
- (ii) provide these policies to new employees when they begin their employment
- (iii) provide updated information to all employees whenever these policies change

Upon request from an employee with a disability, Amsterdam Brewery will:

- (i) consult with the employee in order to determine their accessibility needs
- (ii) provide suitable accessible formats and communication supports based on the employee's accessibility needs due to disability for information needed to perform his or her job and that is generally available to Amsterdam Brewery employees in the workplace.

## **2.3 Workplace Emergency Response Information:**

Amsterdam Brewery will provide individualized workplace emergency response information to employees who have a disability:

- (i) if the disability makes Emergency Response Information necessary;
- (ii) if Amsterdam Brewery is aware of the need for accommodation; and
- (iii) as soon as is practicable.

With the employee's consent, Amsterdam Brewery will also provide the emergency response information to any person designated to assist the employee.

Amsterdam Brewery will review the emergency response information when:

- (i) the employee moves to a different location within Amsterdam Brewery
- (ii) the employee's overall accommodation needs or plans are reviewed
- (iii) Amsterdam Brewery reviews its general emergency response policies

## **2.4 Individual Accommodation Plan:**

Amsterdam Brewery will have a written process for assessing the request for, and developing, an individual accommodation plan for any employee with a disability who requests accommodation.

Among other elements, the process will outline how:

- (i) the employee's disability needs will be assessed
- (ii) the employee's personal information will be protected
- (iii) the employee can participate in developing the accommodation plan
- (iv) the employee can request that a representative from the workplace participate in developing the plan
- (v) the reasons for denying a plan are communicated to the employee
- (vi) the accommodation plan can be made accessible and is reviewed and updated

## **2.5 Return to Work Process:**

Amsterdam Brewery will have a written return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The return-to-work process will include developing an accommodation plan.

## **2.6 Performance Management, Career Development and Redeployment:**

Amsterdam Brewery will take into account the accessibility needs of its employees with disabilities when:

- (i) providing career development
- (ii) engaging in performance management discussions
- (iii) considering redeployment of the employee

**Accessibility for Ontarians with Disabilities Act, 2005 – Integrated Accessibility Standards  
MULTI YEAR ACCESSIBILITY PLAN (2014-2019)**

<b>SECTION OF THE ACT AND OVERVIEW</b>	<b>ACTION PLAN</b>	<b>DEADLINE</b>	<b>STATUS</b>
<b>Part I: General</b>			
<b>3. Establishment of Accessibility Policies</b> <ul style="list-style-type: none"> <li>Develop, implement and maintain policies on how Amsterdam Brewery achieves or will achieve accessibility</li> <li>Create statement of Commitment</li> <li>Make the document available to the public</li> </ul>	<ul style="list-style-type: none"> <li>Newly created policies that incorporate new requirements. Incorporates requirements into practices and procedures as required.</li> <li>Policy will be posted on external web site. Policy will be available in alternate formats on request</li> </ul>	January 1, 2014	Complete
<b>4. Accessibility Plans</b> <ul style="list-style-type: none"> <li>Create a multi-year plan–review at least once every 5 years</li> <li>Post plan on website</li> <li>Prepare annual status report on website</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility plan will be created and updated on an on-going basis as new information becomes available.</li> <li>The accessibility plan is posted on the external website and provided in an accessible format upon request.</li> </ul>	January 1, 2014	Complete
<b>6. Self-service Kiosks</b> <ul style="list-style-type: none"> <li>Defined as interactive electronic terminal, point of sale device</li> <li>Incorporate accessibility features for the kiosks</li> </ul>	<ul style="list-style-type: none"> <li>Amsterdam Brewery shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</li> </ul>	January 1, 2014	Complete
<b>7. Training</b> <ul style="list-style-type: none"> <li>Training provided to all employees, volunteers, contractors</li> <li>Topic: Human Rights Code pertaining to persons with disabilities</li> <li>Must keep a record of the dates when the</li> </ul>	<ul style="list-style-type: none"> <li>Existing employees will complete training, as well as review AODA policies. Training will also be incorporated into orientation for new employees and contractors. Employees will be required to acknowledge</li> </ul>	January 1, 2015	In progress

training was offered and number of participants trained	and sign off on training. All training records will be kept.		
<b>Part II: Information &amp; Communication Standards</b>			
<b>11. Feedback</b> <ul style="list-style-type: none"> <li>• Process for receiving and responding to feedback shall ensure that the processes are accessible or arrange for accessible formats upon request</li> <li>• Shall notify the public about the availability of accessible formats and communication supports</li> </ul>	<ul style="list-style-type: none"> <li>• Current feedback process will be enhanced to improve accessibility.</li> <li>• Information regarding the availability of accessible formats will be posted on our website and via communication methods e.g. internal bulletin boards and email.</li> </ul>	January 1, 2015	In progress
<b>12. Accessible formats and communication supports</b> <ul style="list-style-type: none"> <li>• Shall upon request provide or arrange for the provision of accessible formats and communication supports: <ul style="list-style-type: none"> <li>○ in a timely manner</li> <li>○ at a cost that is no more than the regular cost charged to other persons</li> <li>○ shall consult with the person making the request in determining the accessible format or communication supports</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Consultation will occur with the person requesting alternate formats and the request will be documented and format needs confirmed.</li> <li>• A general statement of availability will be posted on the external website.</li> </ul>	January 1, 2016	In progress

<ul style="list-style-type: none"> <li>• Shall notify the public about the availability of accessible formats and communication supports</li> </ul>			
<p><b>13. Emergency procedure, plans or public safety information</b></p> <ul style="list-style-type: none"> <li>• Emergency procedures, plans or public safety information shall be provided in an accessible format or with appropriate communication supports, upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Developed process and policy</li> </ul>	January 1, 2012	Complete
<p><b>14. Accessible websites and web content</b></p> <p>Ensure internet websites and web content conform to WCAG 2.0 guidelines (Web Content Accessibility Guidelines) at the following levels:</p> <ul style="list-style-type: none"> <li>• New websites and web content to Level A by January 1, 2014</li> <li>• All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions).</li> </ul>	<ul style="list-style-type: none"> <li>• IT Department will be notified of this requirement.</li> <li>• External website will be updated</li> </ul>	January 1, 2014 (new sites) January 1, 2021 (all)	In progress
<b>Part III: Employment Standards</b>			
<p><b>20. Scope and interpretation</b></p> <ul style="list-style-type: none"> <li>• Applies to employees – not volunteers or non-paid individuals</li> </ul>			
<p><b>22. Recruitment – general</b></p> <ul style="list-style-type: none"> <li>• Shall notify employees and public about the availability of accommodations for</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of accessibility is required and will be provided on all job postings, internal and external. This will also be</li> </ul>	January 1, 2016	Compliance as of January 1st, 2016



applicants with disabilities	noted directly on the website (on postings).		
<b>23. Recruitment – assessment or selection process</b> <ul style="list-style-type: none"> <li>• Shall notify applicants when selected to participate in an assessment or selection process that accommodations are available upon request in relation to materials or processes to be used</li> <li>• If request is submitted, employer shall consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s needs due to disability</li> </ul>	<ul style="list-style-type: none"> <li>• Barriers will be removed from all job postings.</li> <li>• All job postings will notify its employees and the public about the availability of accommodation for job applicants with disabilities.</li> <li>• All applicants invited to interviews will be asked if they require assistance or reasonable accommodation.</li> </ul>	January 1, 2016	Compliance as of January 1 <sup>st</sup> , 2016
<b>24. Notice to successful applicants</b> <ul style="list-style-type: none"> <li>• Shall notify successful applicant of its policies for accommodating employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• When offering a job to a successful applicant, Amsterdam Brewery will inform them of internal policies on accommodating employees with disabilities.</li> <li>• New hire orientation will contain AODA training. Other formats may be available upon request.</li> </ul>	January 1, 2016	Compliance as of January 1 <sup>st</sup> , 2016
<b>25. Informing employees of supports</b> <ul style="list-style-type: none"> <li>• Shall inform its employees of its policies used to support its employees with disabilities including provision of job accommodations</li> <li>• Needs to be communicated to new</li> </ul>	<ul style="list-style-type: none"> <li>• When offering a job to a successful applicant, Amsterdam Brewery will inform them of internal policies on accommodating employees with disabilities.</li> <li>• New hire orientation will contain AODA training. Other formats may be available upon request.</li> </ul>	January 1, 2016	Compliance as of January 1 <sup>st</sup> , 2016

<p>employees as soon as practical upon hire</p> <ul style="list-style-type: none"> <li>Update all employees that there is a change to the related policies</li> </ul>	<ul style="list-style-type: none"> <li>Any required changes to accommodation policies will be communicated to all employees</li> </ul>		
<p><b>26. Accessible formats and communication supports for employees</b></p> <ul style="list-style-type: none"> <li>Employer shall consult with employee requesting the accommodation for the following: <ul style="list-style-type: none"> <li>information that is needed in order to perform job</li> <li>information that is generally available to employees</li> </ul> </li> <li>Employer shall consult with employee on suitable format/support</li> </ul>	<ul style="list-style-type: none"> <li>Implement, review and update policies and procedures for the provision of job accommodations.</li> <li>This will include a consultative process.</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>
<p><b>27. Workplace emergency response information</b></p> <ul style="list-style-type: none"> <li>Shall provide individualized workplace emergency response information to employees who have a disability</li> <li>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, employer shall provide the workplace emergency response information to the person designated by the employer to provide</li> </ul>		<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>

<p>assistance to the employee</p> <ul style="list-style-type: none"> <li>• Shall review the individualized workplace emergency response information: <ul style="list-style-type: none"> <li>○ when the employee relocates</li> <li>○ when the employee's overall accommodations needs or plans are reviewed</li> <li>○ when employer reviews its general emergency response policies</li> </ul> </li> </ul>			
<p><b>28. Documented individual accommodation plans (IAP)</b></p> <ul style="list-style-type: none"> <li>• Shall have a written process for the development of documented individual accommodation plans for employees with disabilities. Needs to include the following: <ul style="list-style-type: none"> <li>○ manner in which an employee requesting accommodation can participate in the development of the IAP</li> <li>○ employee is assessed on an individual basis</li> <li>○ employer can request an</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Amsterdam Brewery has a written process for assessing the request for, and developing, an individual accommodation plan for any employee with a disability who requests accommodation.</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>

<p>evaluation by an outside medical or other expert at the employer's expense</p> <ul style="list-style-type: none"><li>○ steps need to be taken to protect the privacy of the employee's personal information</li><li>○ frequency with which the IAP will be reviewed and updated</li><li>○ if an IAP is denied, the manner in which the reasons for the denial will be provided to the employee</li><li>○ means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs</li></ul> <ul style="list-style-type: none"><li>• IAP shall, if requested, include any information regarding accessible formats and communication supports provided, and if required, include individualized workplace emergency response information. It shall also include any</li></ul>			
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<p>other accommodations to be provided.</p>			
<p><b>29. Return to work process</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Shall document the process</li> <li>• Process shall outline steps the employer and employee will take to facilitate the return</li> <li>• Shall use the individual accommodation plans as part of the process</li> </ul>	<ul style="list-style-type: none"> <li>• Amsterdam Brewery has a written return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</li> <li>• The return-to-work process includes developing an accommodation plan.</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>
<p><b>30. Performance management</b></p> <ul style="list-style-type: none"> <li>• Shall take into account the accessibility needs of employees with disabilities when using performance management process in respect of employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Amsterdam Brewery will take into account the accessibility needs of its employees with disabilities when: providing career development, engaging in performance management discussions, considering redeployment of the employee</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>
<p><b>31. Career development and advancement</b></p> <ul style="list-style-type: none"> <li>• Shall take into account the accessibility needs of its employees with disabilities when providing career development and advancement to</li> </ul>	<ul style="list-style-type: none"> <li>• Amsterdam Brewery will take into account the accessibility needs of its employees with disabilities when: providing career development, engaging in performance management discussions, considering redeployment of the</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>

<p>employees with disabilities</p> <ul style="list-style-type: none"> <li>○ i.e. providing additional responsibilities, movement from one job to another at a higher pay band or level in the organization</li> </ul>	<p>employee</p>		
<p><b>32. Redeployment</b></p> <ul style="list-style-type: none"> <li>• Shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Amsterdam Brewery will take into account the accessibility needs of its employees with disabilities when: providing career development, engaging in performance management discussions, considering redeployment of the employee</li> </ul>	<p>January 1, 2016</p>	<p>Compliance as of January 1<sup>st</sup>, 2016</p>