



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

### **Intent**

This 2012 to 2019 accessibility plan outlines the policies and actions that Amino North America Corporation 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**

Amino North America Corporation is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, and its associated standards and regulations.

Amino North America Corporation understands that we have a responsibility for ensuring a safe, dignified and welcoming environment for everyone. We are committed to ensuring our organization compliance by incorporating accessibility legislation into our policies, procedures equipment requirements, training and best practices. We will review these policies and practices annually, as organization changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Amino North America Corporation is committed to working with the necessary parties to make accessibility for all a reality.



**Plan**

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	December 2018		
Potential Future Barriers:	None		
Responsible Authority:	Christine Coe	Results:	Completed
Accessibility Requirement:	Training of staff	Compliance Deadline:	
Current Barriers:	On-going		
Plan to Meet Requirements:	All staff are trained at time of hiring		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Complete on-going
Accessibility Requirement:	Designing/procuring or acquiring self-serve kiosks	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	Not applicable as we do not sell product to the general public		
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	On-going All staff are trained at time of hiring		
Potential Future Barriers:			
Responsible Authority:		Results:	



Information and Communications Standard			
Accessibility Requirement:	Feedback Process	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	Initially December 2017, however on-going feedback is always welcome to ensure our facility and material meets all AODA requirements		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	Completed March 21, 2018		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	Completed March 21, 2018		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	
Current Barriers:	Current website is old and out dated		
Plan to Meet Requirements:	Summer of 2018		
Potential Future Barriers:			
Responsible Authority:	Walter Cunial	Results:	Completed



Employment Standard			
Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	March 2018		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	On-going when required for employees with disabilities		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	On-going when required, part of our policy		
Potential Future Barriers:			
Responsible Authority:		Results:	
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	March 2018		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	On-going when required		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	On-going



<b>Accessibility Requirement:</b>	Emergency preparedness and response policies	<b>Compliance Deadline:</b>	
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 to be reviewed yearly		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed

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<b>Customer Service Standards</b>			
<b>Accessibility Requirement:</b>	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	<b>Compliance Deadline:</b>	
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 Policy in place		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	<b>Compliance Deadline:</b>	
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 Policy in place		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	<b>Compliance Deadline:</b>	
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 Policy Is in Place		
<b>Potential Future Barriers:</b>			



<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Amino North America Corporation's goods, services, or facilities if the person's service animal is excluded from the premises		<b>Compliance Deadline:</b>
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 Policy in place		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>		<b>Results:</b>	
<b>Accessibility Requirement:</b>	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises		<b>Compliance Deadline:</b>
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 policy in place		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability		<b>Compliance Deadline:</b>
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 policy in place		
<b>Potential Future Barriers:</b>			
<b>Responsible Authority:</b>	Christine Cote	<b>Results:</b>	Completed
<b>Accessibility Requirement:</b>	Provide advance notice if there is an admission charge for a support person		<b>Compliance Deadline:</b>
<b>Current Barriers:</b>			
<b>Plan to Meet Requirements:</b>	March 2018 Policy in place		
<b>Potential Future Barriers:</b>			



Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	March 2018 Policy in place		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed
Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:			
Responsible Authority:		Results:	
Accessibility Requirement:	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Compliance Deadline:	
Current Barriers:			
Plan to Meet Requirements:	March 2018 Policy in place		
Potential Future Barriers:			
Responsible Authority:	Christine Cote	Results:	Completed

### Review and Update

This document was created on January 2017 and must be reviewed and updated every January.