

PART I - GENERAL REQUIREMENTS					
Section	Standard	Requirement	Action	Status	Compliant as of OR Expected Date
3	Establishment of Accessibility Policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. (2) Obligated organizations, ... shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. (3) Every obligated organization, ... shall, (a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format.	IST has taken steps to develop, implement and maintain our policies governing the application of AODA regulations. Our current policy on providing goods and services to persons with disabilities can be viewed on our website. Additionally, any existing company policies found to present barriers to accessibility will be updated.	Complete	January-01-12
4	Accessibility Plans	(1) ...large organizations shall, (a) 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; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.	IST's Multi-year Plan can be viewed on our website. This Multi-year Plan outlines our steps towards compliance with accessibility legislation as well as steps towards removing and preventing barriers. Every 5 years, this plan will be reviewed and updated by Human Resources, management, and internal cross-departmental task groups.	Complete	December-16-16
7	Training	(1) 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, (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. (2) The training on the requirements of the accessibility standards and on the <i>Human Rights Code</i> referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons. (3) Every person referred to in subsection (1) shall be trained as soon as practicable. (4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis. (5) ...every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	All current full-time, part-time, temporary, permanent and volunteer staff of IST have received training on AODA, our company Customer Service Standard policy and the training requirements of Customer Service, the IASR and the Human Rights Code as it relates to accessibility. The sections of the IASR that were covered with employees was dependant on their role within IST and the relevance of said sections to their position. All new employees and volunteers of IST will be trained within their first 3 months of hire. All employees will also be notified and trained when changes to policies are made. Signed and dated certificates of training completion are maintained by Human Resources and saved to employee files in electronic and hard copy format.	Complete	November-22-16
PART II - INFORMATION AND COMMUNICATIONS STANDARDS					
Section	Standard	Requirement	Action	Status	Compliant as of OR Expected Date
11	Feedback	(1) 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 the provision of accessible formats and communications supports, upon request. (2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.	Our feedback process is available in various formats including by telephone, e-mail, in writing or in person. Our Feedback process and methods can be viewed on our company website.	Complete	December-02-16
12	Accessible Formats and Communication Supports	(1) 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, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Current IST staff have been made aware, through the training process, electronically and through policies that any request for the provision of accessible formats and communication supports will be addressed in a timely manner. Our feedback process posted on our website also notifies the public about the availability of accessible formats and communication supports.	Complete	December-02-16
13	Emergency Procedures, Plans or Public Safety Information	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	IST currently provides emergency information verbally, in printed format and electronically. Any requests for alternate formats will be provided as soon as practicable.	Complete	January-01-12
14	Accessible Websites and Web Content	(2) ...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. (4)...large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule: 1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A. 2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).	IST is planning to launch a new website in 2017. The new site will adhere to WCAG 2.0 Level A requirements. By January 1, 2021 we expect to be compliant with WCAG 2.0 Level AA requirements as necessary.	In Progress	January-01-21

PART III - EMPLOYMENT STANDARDS					
Section	Standard	Requirement	Action	Status	Compliant as of OR Expected Date
22	Recruitment, General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Current staff have been made aware and future staff will be notified during accessibility training and our onboarding process about the availability of accommodation for applicants with disabilities during the recruitment process. All managers that may be in a position to interview or hire candidates have also been trained on the need for accommodation. In addition, both the career page of our website and accessibility section has a notice to the public regarding the availability of accommodation for applicants.	Complete	December-02-16
23	Recruitment, Assessment or Selection Process	(1) 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. (2) 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.	During our application and selection stages, all applicants are made aware of the availability of accommodation: i) via automatic responses sent after a candidate submits their resume ii) in every e-mail correspondence for the remainder of our recruitment process	Complete	December-02-16
24 25 26	Notice to Successful Applicants Informing Employees of Supports Accessible Formats and Communication Su	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. (1) 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. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. (3) 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. (1) 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, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace	In addition to the availability of accommodation during the recruitment process via email and auto response messages, all new hires receive a copy of our accessibility policy with their new hire package. Our onboarding process and orientation is updated to include accessibility and accommodation details. Employees also have the opportunity to discuss all accessibility requirements with Human Resources during this orientation. All current employees have been made aware that any requests for accommodation on accessible formats and communication will be discussed one-on-one with the person in need of accommodation to best resolve their need.	Complete	December-02-16
27	Workplace Emergency Response Information	(1) 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. (2) 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 provide assistance to the employee. (3) 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. (4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	IST's Human Resources team has communicated via e-mail, printed memo's, verbal correspondence and company policies that it will accommodate anyone who requires individualized emergency response information. If/when a need is identified and the employee who receives individualized workplace emergency response information requires assistance, the employees' consent will be acquired prior to releasing information to the designated individual to provide assistance. This information will be provided as soon as possible following our awareness of the need for accommodation. We will review individualized workplace response information based on the requirements of Section 27. (4) a,b and c.	Complete	December-01-16

28	Documented Individual Accommodation Plans	<p>(1) Employers...shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 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. 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. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 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>(3) Individual accommodation plans shall,</p> <ol style="list-style-type: none"> (a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26; (b) if required, include individualized workplace emergency response information, as described in section 27; and (c) identify any other accommodation that is to be provided. 	IST has a written internal process in place for the creation of individual accommodation plans that addresses the requirements of section 28, (2) 1-8. All individual accommodation plans that are written will also include information on accessible formats/ communication, individualized emergency response plans and other accommodation provided as required or requested.	Complete	December-01-16
29	Return to Work Process	<p>(1) Every employer...</p> <ol style="list-style-type: none"> (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 (b) shall document the process. <p>(2) The return to work process shall,</p> <ol style="list-style-type: none"> (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 (b) use documented individual accommodation plans, as described in section 28, as part of the process. 	While IST already has a documented return to work process for individuals being absent from work due to a disability, we did not have detailed documented plans for each individual. Moving forward, all employees returning from a leave of absence related to disability will have a documented return to work process outlining the steps that will be taken to ensure a successful reintegration.	Complete	December-01-16
30	Performance Management	(1) 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.	IST's current performance review process is adaptable in terms of frequency, method of recording progress and communication. Therefore, if required, the performance management process can be used in a way that takes into account any disability related needs especially if an individual accommodation plan is in place.	Complete	January-01-16
31	Career Development and Advancement	(1) 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	Our managers and leaders have been trained in accessibility and any career development initiatives will take into account individual accommodation plans and accessibility needs of our employees.	Complete	January-01-16
32	Redeployment	1) 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.	Our managers and leaders have been trained in accessibility and redeployment initiatives and will take into account individual accommodation plans and accessibility needs of our employees.	Complete	January-01-16
PART IV.1 - DESIGN OF PUBLIC SPACES					
Section	Standard	Requirement	Action	Status	Compliant as of OR Expected Date
N/A	N/A	N/A	While this standard does not apply to IST, we are committed to preventing and removing barriers. Therefore, with the involvement of our employees, we have brainstormed initiatives as it relates to our physical environment that we will be looking into. These include: <ul style="list-style-type: none"> - Moving sanitary bins in our accessible washroom stall lower for easy access - Automatic door openers on downstairs washrooms and our main entrance - Ramps at employee entrances to the main building - Elevator within the building - Addition of another accessible parking spot at the side of our building near the employee entrance 	Ongoing	N/A

PART IV.2 - CUSTOMER SERVICE STANDARDS

Section	Standard	Requirement	Action	Status	Compliant as of OR Expected Date
80.46	Establishment of Policies	<p>(1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p> <p>(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> 1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. 2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. 4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. <p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p>	<p>IST has a current and updated Customer Service policy as it relates to serving individuals with a disability. The policy can be viewed on our website. The policy addresses communication, service animals, support persons, feedback processes, assistive devices and availability of accommodations.</p>	Complete	January-01-12
80.47	Use of Service Animals and Support Persons	<p>(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.</p> <p>(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons 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.</p>	<p>We allow service animals on our property and within the areas accessible to the public within our office. Any need for a person accompanied by a service animal to access other areas of our premises that may pose hazards such as the manufacturing floor will be considered on an individual basis.</p> <p>Support Persons accompanying visitors with a disability to our business are welcome.</p>	Complete	January-01-12
80.48	Notice of Temporary Disruptions	<p>1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p>	<p>Any notices of temporary disruptions such as Shipping/ Receiving closures or office closures will be communicated via a physical notice posted on the doors of the premises. Additionally, there will be some correspondence via telephone or e-mail to regularly scheduled visitors/ vendors who may be affected by the disruption in service.</p>	Complete	January-01-12
80.49	Training for Staff, etc.	<p>(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. <p>(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. <p>(3) Every person referred to in subsection (1) shall be trained as soon as practicable.</p> <p>(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.</p> <p>(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p> <p>(6) Every provider...shall,</p> <ol style="list-style-type: none"> (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and (b) on request, give a copy of the document to any person. <p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.</p> <p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.</p>	<p>To date, all staff have been trained on our Customer Service policy as well as additional training that includes:</p> <ul style="list-style-type: none"> - Overview of AODA and the Customer Service Standard - How to interact with persons with various disabilities - General tips for communication over phone or in person - Awareness of various assistive devices that a person may use - Service animals and support persons - Feedback processes and what to do if someone is having trouble accessing our services <p>Each person has a signed certificate of training completion that is kept on file by Human Resources in both electronic and hard copy format. All new persons joining the organization on a part-time, full-time, temporary, permanent or volunteer basis will be trained within their first 3 months at IST.</p>	Complete	November-22-16

80.50	Feedback Process	<p>(1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p>	<p>Any feedback will be answered within 7 business days of being received by Human Resources in a way that take into account the persons disability (if applicable). Feedback can be given electronically, by phone, in writing or in person.</p>	Complete	January-01-12
80.51	Format of Documents	<p>(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. (2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p>All staff have been trained in our accessibility and accommodation policies. Any request for alternative formats of documents, presentations etc. shall be taken into consideration. The individual asking for the alternate format shall be consulted to determine the best possible solution for accommodation.</p>	Complete	November-22-16