



Introduction

Beendigen is committed to being responsive to the needs of persons with disabilities. We strive to provide quality goods and services that are accessible to all. This accessibility plan outlines the strategy of Beendigen to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Statement of Commitment

Beendigen is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, volunteers, students, 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, 2005, and its associated regulations.

Beendigen understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational 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 we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Multi-year Accessibility Plan

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Beendigen Inc. has taken and the work underway to improve opportunities for people with disabilities. This current plan covers a five-year period (2023-2028), to align with our strategic plan

Completed Initiatives

Beendigen Inc. has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation (IASR)*:

General

Beendigen Inc. recognizes that in order to create an operation that is accessible and barrier free, the core principles of accessibility legislation (dignity, independence, integration and equal opportunity) must be incorporated into its policies, procedures, training and best practices. Beendigen has created an accessibility policy and training, all of which undergo regular review.



Accessible Emergency Information

- Create a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. [Complete/Ongoing.](#)

Accessibility Policies and Plans

- Establish and maintain a policy that governs how the organization will meet the accessibility requirements in IASR and make it publicly available. [Complete/Ongoing. Available on Beendigen website.](#)
- Create a multi-year plan outlining the organization's strategy to prevent and remove barriers and meet requirements under IASR and to post the plan on our website. Review and update the multi-year plan every 5 years. [Complete/Ongoing. Available on Beendigen website.](#)
- Prepare an annual status report on the progress of measures taken to comply with IASR and to post on our website. [Ongoing. First report to be completed December 2024.](#)

Accessibility Training

- Deliver training on AODA and the Ontario Human Rights Code to all employees, volunteers, students, and persons who provide goods, services or facilities on behalf of the organization as required. [Complete/Ongoing. Training is provided to all new employees of Beendigen. Ongoing training is provided in respect to changes to policies, annual refreshers and educational.](#)
- Maintain records of training. This will include dates and names to track those who have been trained. [Complete/Ongoing.](#)

Information and Communication Standards

- Establish processes for receiving and responding to feedback that are accessible to persons with disabilities by accommodating requests for accessible formats and communications supports. These processes have been communicated to the public [Complete/Ongoing. Beendigen website includes details about its feedback process.](#)
- Upon request, provide or arrange information in accessible formats and/or communication supports for persons with disabilities, in a timely manner and at no extra cost and with consultation of the person making the request. Notify the public about the availability of accessible formats and communication support. [Complete/Ongoing.](#)
- All web content to conform with WCAG 2.0 Level AA. [Complete/Ongoing.](#)

Employment Standards

- Notify employees and the public that accommodations are available upon request for applicants during the recruitment process. [Complete/Ongoing. Job postings include information about accessibility accommodations.](#)



- All successful applicants are notified about the organization's policies for accommodating employees with disabilities. **Complete/Ongoing. New hire orientation includes information about accessibility policies.**
- Inform employees about the organization's policies for supporting employees with disabilities. **Complete/Ongoing. Policy and procedures are in place. Information on job accommodation is provided during the new hire orientation.**
- All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodation. **Complete/Ongoing. Employees are informed when policies are updated.**
- Consult with employees who have disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively. **Complete/Ongoing. Accommodation is provided as required.**
- Provide individualized emergency response information to staff with disabilities where necessary. **Complete/Ongoing.**
- Produce and provide documented individual accommodation plans for employees with disabilities. **Complete/Ongoing.**
- Develop and maintain a process to outline the steps that will be taken to help employees return to work when they have been absent because of a disability or require disability related accommodation to return-to-work. **Complete/Ongoing.**
- Performance management process considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management in respect of employees with disabilities. **Complete/Ongoing.**
- Beendigen Inc. considers the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. **Complete/Ongoing.**

Transportation Standards

- Beendigen Inc. is committed to maintaining policies, planning for accessibility, and training staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act. **Complete/Ongoing.**

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Any new or redeveloped reception or public waiting areas are to be made accessible in accordance with the Accessibility Standard for Design of Public Spaces. **Complete/Ongoing.**
- Beendigen Inc. is committed to maintaining our public spaces to be accessible in accordance with the Accessibility Standard for the Design of Public Spaces. **Complete/Ongoing.**



- Beendigen Inc. will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available. [Complete/Ongoing.](#)

Customer Service Standards

- Establish and maintain a policy governing the provision of goods, services and facilities to persons with disabilities including use of assistive devices, service animals and support persons, notice of temporary disruptions and more. [Complete/Ongoing.](#)
- Deliver training about the provision of goods, services or facilities to persons with disabilities to all employees, volunteers and persons who provide goods, services or facilities on behalf of the organization as required. [Complete/Ongoing.](#)
- Maintain records of training, including dates and names to track those who have been trained. [Complete/Ongoing.](#)
- Develop a process to receive and respond to feedback about customer service that is accessible to persons with disabilities, including specifying actions that will be taken to address complaints. Notify the public about the feedback process. [Complete/Ongoing.](#)
- Upon request, provide or arrange for information in accessible formats and/or communication supports for persons with disabilities, in a timely manner at no extra cost, and in consultation with the person making the request. Notify the public about the availability of accessible formats and communication supports. [Complete/Ongoing.](#)
- Provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities including information about the reason for the disruption, how long the disruption of any alternative facilities or services available (if any). Post notice in well seen place or on website. [Complete/Ongoing.](#)
- Preventative and emergency maintenance procedures will be established for accessible parts of our public spaces, such as posting when regular maintenance occurs and letting people know about alternatives. [Complete/Ongoing.](#)

New and Ongoing Initiatives

Beendigen Inc. plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Continue to review the AODA policy annually or as needed when practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated.
- Continue making the AODA policy available in an accessible format to customers requesting a copy of the policy.
- Prepare annual status updates on what has been done to achieve accessibility plan, post the update to the website and make the update available to the public in an accessible format if requested.



- Review and update the Multi-Year Accessibility Plan at least every five years based on changing accessibility requirements and feedback.
- Continue to apply Ontario Government – Accessibility Rules for Procurement.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.
- Continue to use the accessible feedback and request mechanism as a means for enabling people with disabilities to request accessible formats or communication supports.
- Ensure that Beendigen Inc. letters are designed and conform to accessibility criteria.
- Beendigen Inc. will ensure that staff take mandatory AODA courses and that we will institute a refresher training cycle at least every three years or as changes occur to ensure knowledge remains current.

Information and Communication Standards

- Conduct web accessibility audits on websites and web content in order to determine if AODA requirements are met and develop remediation plan if content does not conform to the requirements.
- Ensure forms are designed and conform with accessibility criteria.
- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Work with employees to create documents that are accessible and provide training to employees on how to create accessible documents.
- Beendigen Inc. will continue to follow HRMD set out by the OPS.
- Continue to provide assistive devices as required.
- Review and revise individualized workplace emergency plans on an ongoing and regular basis.

Employment Standards

- Continue to ensure that our recruitment and assessment processes are fair and accessible.
- Continue to review and update the Human Resources policies and procedures.

Transportation Standards

- Continue to ensure all new hires and current employees are trained to comply with the accessibility standards related to Transportation Standards and receive annual refreshers. Records are kept of the training provided.



Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- As Beendigen Inc. spaces get redeveloped, we will work with MOL Facilities to ensure that physical accessibility in Beendigen buildings is improved.

Customer Service Standards

- Continue to train new employees on accessible customer service as required.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies.
- Work to stay up and ensure all online forms are accessible.
- Develop tip sheets for employees on interacting with persons of varying abilities.
- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities.

Contact Details

For more information on this accessibility plan, please contact:

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The Executive Assistant will direct the call to the appropriate manager or director.

Standard and accessible formats of this document are available free upon request.