Legislative Requirement	Standard	Responsibility	Status
Create Statement of Commitment	Customer Service Standards Integrative Accessibility Standards (IAS) - General Requirements	HR/Senior Management	☒Compliant
Develop accessibility policies outlining how ICL will implement legislation to its customers as well as to its employees.	Customer Service Standards IAS - General Requirements	HR/Senior Management	☒Compliant
Establish Practices: Use of Service Animal	Customer Service Standards (section 4) IAS - General Requirements	HR	☒Compliant
Establish Practices: Use of Assistive Devices	Customer Service Standards (section 4) IAS - General Requirements	HR	☒Compliant
Establish Practices: Notice of Temporary Disruptions	Customer Service Standards (section 5)	HR	☒Compliant
Review/Update Accessibility Commitment 5-year multi plan review	IAS - General Requirements	HR/Senior Management	☒Compliant
Make accessible Websites and Web Content. Websites that go through a new look and feel to their site, or update any major changes to content (after Jan 1, 2012), must be compliant with WCAG 2.0 A	IAS – General Requirements	HR/Senior Management/Web Provider	☒Compliant
Provide training on accessibility requirements and interaction with the Human Rights Code as it relates to persons with disabilities, employees, volunteers (paid and unpaid), leaders and anyone who provides goods and services on ICL's behalf. Keep a record of trained recipients. • How to interact and communicate with persons with various types of disability. • 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. • 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 or services to a person with a disability. • What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services. O. Reg. 429/07, s. 6 (2).	IAS - Information & Communication Standard	HR	☒Compliant
Make Feedback Accessible: When asked, ICL must be able to receive and respond to feedback from customers, employees and the public who have a disability.	Customer Service Standards IAS – General Requirements	HR/Senior Management	☒Compliant
Accessible Formats & Communication Supports: Make information accessible to the public and provide information in accessible format when requested. Let the public know this information.	IAS – Information and Communication Standard	HR/Senior Management	☒Compliant
Make Hiring Accessible: Revise recruitment protocols to inform applicants that ICL will accommodate disabilities during the selection process. Tell staff about policies supporting employees with disabilities:	IAS – Information and Communication Standard	HR	☒Compliant
Emergency Procedures and Plans: Provide response Information for employees with disabilities, proactively inquire	IAS – Employment Standard	HR	☒Compliant
Helping Employees with Disabilities Stay Safe: Reviewed safety response procedures. Inform existing and new employees that a personal emergency response plan can be put in place to ensure that employees with disabilities have all information that they need in case of an emergency.	IAS – Employment Standard	HR	☒Compliant
Processes to Accommodate Employees: Develop process to document accommodation plans for employees with disabilities. Accommodation plans are a formal way of recording and reviewing the things needed to accommodate an employee with a disability	IAS – Employment Standard	HR	☒Compliant