



Multi-Year Accessibility Policy and Plan for NSF Canada and NSF International Strategic Registrations Canada Company, 2014-2021

This 2014-21 accessibility plan outlines the policies and actions that NSF Canada and NSF International Strategic Registrations (NSF-ISR) Canada Company will put in place to improve opportunities for people with disabilities. The multi-year accessibility plan will be modified on an annual basis to reflect NSF Canada's and NSF-ISR Canada Company's accomplishments in improving our services for those with disabilities, and to maintain compliance with the Integrated Accessibility Standards Regulation (IASR). This plan is available on our internal bulletin boards and AESOP database and public website.

Statement of Commitment

NSF Canada and NSF-ISR Canada Company are 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 (AODA).

Customer Service Standard

NSF Canada and NSF-ISR Canada Company have developed policies to comply with Regulation 429/07 of the AODA – Accessibility Standards for Customer Service. NSF Canada's and NSF-ISR Canada Company's Accessible Customer Service Policy outlines our commitment to accessibility and status of achievement for each area of the AODA Customer Service Standard.

Status: Compliant

Customer Service Achievements:

NSF Canada and NSF-ISR Canada Company have achieved the following requirements of the Customer Service Standard of the AODA having developed and put in place a customer service plan that:

- Considers a person's disability when communicating with them
- Allows assistive devices in the workplace
- Allows service animals on our premises that are open to the public
- Welcomes support persons
- Lets customers know when accessible services are not available
- Invites customers to provide feedback in writing by email, postal mail or [online](#), or in person to Reception, or by telephone.



Status: Compliant

NSF Canada and NSF-ISR Canada Company have trained all employees, other staff and independent contractors/agents¹ of the organization on accessible customer service, and has created an ongoing process to train new employees and other staff with regards to the Customer Service Standard. See the section Training below for details.

Status: Compliant

NSF Canada and NSF-ISR Canada Company have put the customer service plan in writing, and made the plan available to the public and NSF employees, other staff and independent contractors/agents.

- The plan can be accessed [here](#).
- The plan is available in accessible format, if requested.

Accessible Emergency Information

NSF Canada and NSF-ISR Canada Company are committed to providing the public with available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Action:

- NSF Canada and NSF-ISR Canada Company employees are trained on our emergency procedures and plans. Currently they are not made available to the public.
- Employees with disabilities will consult with HR to establish an individualized emergency response.
- Where required, we will provide assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance will be set out in individualized emergency plans for the employees.
- Individualized emergency plans will be communicated to the employees' respective managers and safety support persons as appropriate.
- On an ongoing and regular basis, and as per the applicable terms of the IASR, we will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

¹ Independent contractors/agents are anyone who provides goods, services and facilities to the public on behalf of NSF Canada and NSF-ISR Canada Company.



Status: Compliant

Training

NSF Canada and NSF-ISR Canada Company will provide training on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. This training will be provided to all employees and other staff members. It will also be provided to all current independent contractors/agents who provide goods and services to the public on behalf of NSF Canada and NSF-ISR Canada Company. Training will be provided in a way that best suits the duties of employees, other staff members and independent contractors/agents.

NSF Canada and NSF-ISR Canada Company will take the following steps to ensure employees, other staff members and independent contractors/agents are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

Action:

- Deliver training to all employees, other staff members and independent contractors/agents of NSF Canada and NSF-ISR Canada Company that provides training on:
 - The IASR requirements as appropriate and as needed to perform their duties on the requirements of the regulation
 - What they have to do under the Ontario Human Rights Code (related to disabilities)
- NSF Canada and NSF-ISR Canada Company have an accessibility policy related to the AODA Customer Service Standard. All employees and other staff members have completed the accessibility training related to this Customer Service Standard. Our organization decided to extend this training initiative to all employees and other staff members rather than only to the ones who deal directly with customers. This training was also extended to independent contractors/agents who provide services to the public on behalf of NSF Canada and NSF-ISR Canada Company.
- Deliver training to all new hires and beyond:
 - That provides training on the AODA Customer Service Standard, IASR requirements as appropriate to their duties and the Ontario Human Rights Code (related to disabilities) as part of their onboarding process. Further, employees and other staff members who experience a change in duties that involve developing our organizations' policies (including human resources professionals, managers, senior leaders and directors) will be trained in the IASR requirements as appropriate to their duties.
- Future independent contractors/agents and anyone who provides goods, services and facilities to the public on behalf of NSF Canada and NSF-ISR Canada Company:



- Will be required to submit proof of individual training records that satisfy the requirements under AODA, the IASR and Human Rights Code (related to disabilities) including date(s) of when the training was provided as a condition of employment.

Status: Compliant

Information and Communications

NSF Canada and NSF-ISR Canada Company are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

NSF Canada and NSF-ISR Canada Company has taken the following steps to make all **new** websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

Action:

- NSF-GFTC worked with our Web content stakeholders to ensure that **new** websites and the content will conform to WCAG 2.0, Level A standards.
- For websites or Web content produced prior to January 1, 2014, NSF-GFTC will work with individuals to provide accessible content to meet their needs.

Status: Compliant

NSF Canada and NSF-ISR Canada Company will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

Action:

- To comply with the AODA Customer Service Standard, we put in place an accessible feedback process to receive and respond to feedback from employees, customers and members of the public who have a disability.
- The feedback process is accessible in multiple formats, such as in writing by email, postal mail, or in person to Reception, or by telephone.
- We have made the feedback process available to the public in accessible formats on request. Click [here](#) for information on providing feedback to NSF Canada and NSF-ISR Canada Company regarding accessibility.

Status: Compliant



NSF Canada and NSF-ISR Canada Company will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

Action:

- We will let the public know that we will make information accessible upon request.
- We will respond to requests in a timely manner.
- We will consult with people who request accessible information as soon as possible to figure out how to meet their specific needs.
- We will have a process in place for people to be provided with information and communication in an accessible format and we will explain in writing and in other formats that take into account the person's disability when an accessible format is not feasible and why.
- We will inform employees who may receive requests for accessible information how to obtain accessible formats.
- We will notify the public about the availability of accessible formats and communication supports via public and internal websites and company bulletin boards.

Status: Compliant

NSF Canada and NSF-ISR Canada Company will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**:

Action:

- All key stakeholders at NSF-GFTC will be responsible for developing a roadmap to ensure compliance is incorporated into the company's website project management and that all websites and content conform to the WCAG 2.0 Level AA by January 1, 2021.
- By January 1, 2021 and beyond, the key stakeholders at NSF-GFTC will conduct quarterly reviews of website inventory to ensure all sites are compliant.

Status: Ongoing

Employment

NSF Canada and NSF-ISR Canada Company are committed to fair and accessible employment practices.

Recruitment

By January 1, 2016, NSF Canada and NSF-ISR Canada Company will take the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:



Action:

- We will conduct a review of recruitment policies and procedures within our organizations to ensure that our methods for job postings, phone interviews and in-person interviews clearly articulate that we will accommodate those with disabilities during all phases of recruitment and employment.
- Job postings and/or the NSF International career website will clearly indicate that NSF Canada and NSF-ISR Canada Company are committed to improving opportunities for people with disabilities and will accommodate those with disabilities during all stages of recruitment and the employment process.
- Recruiters will notify applicants who are invited to the interview stage that accommodation is available upon request in relation to the interview and selection process. Specifically, this will include inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment. If a selected applicant requests accommodation, we will consult with them and make adjustments that best suit their needs.
- When making offers of employment, we will notify the successful applicant of our policies for accommodating employees with disabilities in our employment contracts.
- Human Resources will continue to review its policies and procedures on an annual basis to ensure that internal staffing and external hiring practices are inclusive in their design and implementation.

Status: Compliant

Information for Employees

NSF Canada and NSF ISR Canada Company will take the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. By **January 1, 2016**, we will:

Action:

- Ensure our employees know about our organization's policies for supporting employees with disabilities.
- Inform our employees about these policies when:
 - This requirement comes into effect for NSF Canada and NSF -ISR Canada Company
 - We hire new employees; specifically in the orientation process and as soon as practicable
 - When we change the policies



- Provide or arrange for the provision of suitable accessible formats and communications support, when an employee with a disability requests it, for:
 - Information that is needed to perform the employee's job
 - Information that is generally available to employees in the workplace, and
- In meeting the obligations to provide the information that is set out above, we will consult with the requesting employee in determining the suitability of an accessible format or communication support.

Status: Compliant

Process to accommodate employees

NSF Canada and NSF-ISR Canada Company will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. By **January 1, 2016**, we will:

Action:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Ensure that the process for the development of documented individual accommodation plans includes the following elements in accordance with the provisions of the IASR:
 - The manner in which the employee requesting accommodation can participate in the development plan
 - The means by which the employee is assessed on an individual basis
 - The manner in which we can request an evaluation by an outside medical or other expert, to assist NSF Canada and NSF-ISR Canada Company in determining if and how accommodation can be achieved
 - Steps to protect the privacy of the employee's personal information
 - The frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done
 - The reasons for the denial if an individual accommodation plan is denied
 - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs
 - If individual accommodation plans are established, they will include:
 - Individualized workplace emergency response information that is required
 - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - Information that is needed to perform the employee's job
 - Information that is generally available to employees in the workplace
 - Any other accommodation that is to be provided to the employee



- Ensure that the return to work policies:
 - Outline the steps we will take to help our employees return to work when they have been absent because of a disability, and need some form of disability-related accommodation to return to work
 - Outline the development of written individualized return to work plans for such employees
 - Require the use of individual accommodations plans, as noted above, in the return to work process

Status: Compliant

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if NSF Canada or NSF-ISR Canada Company is using performance management, career development and redeployment processes. By **January 1, 2016**, we will:

Action:

- Make performance management accessible by:
 - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed
 - Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked
 - Providing feedback and coaching to our employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability
- When we provide career development opportunities, we will consider what accommodations our employees with disabilities may need to:
 - Learn new skills
 - Take on more responsibilities in their current position
- Consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.

Status: Compliant

Other

NSF Canada and NSF-ISR Canada Company will take the following steps to prevent and remove other accessibility barriers identified:

Action:

- On a yearly basis, we will continue to review our policies, procedures and programs and the accessibility of our training services and materials to ensure they are inclusive for



all. When there are accessibility requests, we will accommodate them wherever possible.

Status: Compliant

Design of Public Spaces

NSF Canada and NSF-ISR Canada Company will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Action:

- We will assess the accessibility of our building space and take measures to improve accessibility when major renovations of our building(s) occur. Relevant public spaces include:
 - Service-related areas such as waiting areas and reception
 - Public training rooms

Status: Compliant/ongoing

NSF Canada and NSF-ISR Canada Company will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces in accordance with the IASR.

Action:

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Status: Compliant

Contact Us

Please contact Human Resources and your inquiry will be routed appropriately to:

- Request more information on this accessibility plan
- Provide feedback regarding accessibility at NSF Canada and NSF-ISR Canada Company
- Request communication in an accessible format



In writing:

Email: hr@nsf.org or [Online](#)

Postal mail:

125 Chancellors Way
Guelph, ON N1G 0E7

In person at Reception

By telephone: 519-821-1246

Accessible formats of this document are available free upon request.