



## Multi-Year Accessibility Plan for Scholastic Canada Ltd.

### **Introduction:**

The Accessibility for Ontarians with Disabilities Act, 2005, (AODA) was passed in June 2005, with the purpose of developing, implementing, and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards. These standards focus on identifying, preventing and removing barriers to address the current and future requirements set out under the IASR.

### **Statement of Commitment:**

Scholastic Canada is committed to excellence in serving all customers including people with disabilities. All customer service provided by Scholastic Canada shall follow the ideals of dignity, independence, integration, and equal opportunity.

As part of our commitment to accessibility, we will ensure that Scholastic Canada staff are trained and familiar with various devices that may be used by customers with disabilities while accessing goods or services. We will communicate with people with disabilities in ways that take into account their disability.

As we continue to improve our services for people with disabilities, we will post changes here within our accessibility statement, so you will know the progress we are making.

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Scholastic Canada will make every reasonable effort to notify customers promptly. We will provide information including the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The following accessibility standards are applicable to Scholastic Canada under the IASR:

1. General Requirements
2. Information and Communication Standards
3. Employment Standards
4. Design of Public Spaces Standards

As part of the mandate to improve accessibility at Scholastic Canada, the organization has developed a multi-year accessibility plan that will be made available online and in alternative formats if requested. Scholastic will establish, review and update this plan in consultation with persons with disabilities, post the accessibility plan on its website ([www.scholastic.ca](http://www.scholastic.ca)), and report the progress of the implementation of this plan on its website, as required. Scholastic Canada will also provide the plan in an accessible format, upon request, and review and update this plan at least once every five years.

**Part 1 – General Requirements**

This section of the Regulation requires Scholastic Canada to:

- Develop accessibility policies and a multi-year accessibility plan
- Report annually on the progress of the multi-year plan
- Ensure staff and volunteers have been trained on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code

<b>Regulatory Requirement</b>	<b>Compliance Deadline</b>	<b>Deliverables</b>	<b>Progress to Date (Actions)</b>	<b>Champions/ Due Date</b>	<b>Status</b>
<b>Develop accessibility policies</b> - Develop, implement and maintain policies about what the organization will do to meet the IASR requirements and become more accessible - Statement of commitment - Make policies available to the public	January 1, 2014	Update current AODA Customer Service Standard Policy to incorporate our statement of commitment and how we will meet the IASR requirements	- Customer Service Standard Policy updated and posted on company website - Statement of Commitment posted on company website	Human Resources (December 2013)	Complete
<b>Develop a multi-year accessibility plan</b> - Establish, implement, maintain and document a multi-year accessibility plan - Post multi-year accessibility plan on website and provide an accessible format, upon request	January 1, 2014	A multi-year accessibility plan that sets out how Scholastic will comply with requirements of IASR will be developed and posted on the website	- Multi-year Accessibility Plan developed. - Multi-year Accessibility Plan posted on website.	Human Resources (December 2013)	Complete
<b>Training</b> - Ensure that training on the IASR and the Human Rights Code as it pertains to persons with disabilities is provided to employees, volunteers, third party contractors who provide goods/services on behalf of Scholastic Canada, and persons participating in the development and approval of Scholastic Canada’s policies	January 1, 2015	- Develop appropriate training content - Deliver training throughout 2014 - Revise HR guidelines to include AODA review - Ensure that training is provided on any changes to the prescribed policies on an ongoing basis	Maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided	Human Resources (December 2014)	Complete
<b>Self-Service Kiosks</b> - Should Scholastic Canada design, procure, or acquire any self-service kiosks on or after January 1, 2014, we will have regard to the accessibility for persons with disabilities - We will ensure that any employees involved in the procurement or acquisition are apprised of the need to consider accessibility features in choosing the appropriate self-service kiosk	January 1, 2015	- If we do purchase a self-service kiosk, we will develop a plan on the procuring/acquiring of accessible self-serve kiosks	No self-service kiosks have been purchased	N/A	N/A

Part 2 – Information and Communication Standards

This section of the Regulation includes requirements related to:

- Accessible websites and web content
- Accessible feedback processes
- Accessible formats and communication supports

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to Date (Actions)	Champion/ Due Date	Status
<b>Accessible websites and web content</b> - Websites and web content to conform to WCAG 2.0 Level A/AA	January 1, 2014 – January 1, 2021	- Train all key staff on WCAG 2.0 guidelines - Identify new websites and new web content to be deployed - Develop project plans for new sites/web content that required (at a minimum) WCAG Level A compliance for websites/web content being deployed in 2014	- In Progress	All departments (December 2020)	In Progress
<b>Feedback processes</b> - Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request - Notify the public about the availability of accessible formats and communication supports	January 1, 2015	- Document processes - Ensure Scholastic website incorporates an online feedback process and full accessibility in other formats, upon request	- Feedback form created and posted to Scholastic website, links directly to Human Resources email	- Human Resources (December 2011)	Complete
<b>Accessible formats and communication supports</b> - Upon request, provide for provision of accessible formats and communication supports for persons with disabilities - Notify the public about the availability of accessible formats and communication supports	January 1, 2016	- All areas of Scholastic Canada to provide accessible formats and communication supports in a timely manner, at no additional cost	- Complete	Human Resources (November 2015)	Complete

### Part 3 – Employment Standards

This section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response
- Return to work processes
- Performance management, career development, and redeployment

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to Date (Actions)	Champion/Due Date	Status
<b>Recruitment</b> - Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process	January 1, 2016	- Notify employees and the public of availability of accommodation for applicants with disabilities in the recruitment process - Existing recruitment policies, procedures and processes will be reviewed - Update job posting templates to include accessibility statement	In Progress	Human Resources (June 2015)	In Progress
<b>Recruitment, assessment, or selection process</b> - Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request	January 1, 2016	- Update recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request	In Progress	Human Resources (June 2015)	In Progress
<b>Notice to successful applicants</b> - When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities	January 1, 2016	- Create an accommodation procedure	In Progress	Human Resources (June 2015)	In Progress
<b>Informing employees of support</b> - Inform employees of policies used to support employees with disabilities as soon as practicable - Information shall be provided to new employees as soon as practicable after they begin their employment - Employers shall provide updated information whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability	January 1, 2016	- Inform employees of policies to support employees with disabilities - Provide information regarding accommodation as the new employee begins employment (during the orientation) - Keep employees up to date to changes to existing policies on job accommodations with respect to disabilities	All employees are informed of policies with regard to supporting those with disabilities.	Human Resources (June 2015)	Complete
<b>Accessible formats and communication supports for employees</b> - When requested by an employee with a disability, employers shall provide or arrange for the provision of plans for employees with disabilities	January 1, 2016	- Scholastic Canada will provide accessible formats and communication supports in a timely manner to requested staff, at no additional cost	When requested, Scholastic will provide accessible formats and communication supports	Human Resources (June 2015)	Complete
<b>Return to work process</b>	January 1, 2016	- Review, update, and	- Return to	Human	Complete

- Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work		document existing return to work process	work process in place for those absent from work due to a disability	Resources (January 2015)	
<b>Performance management, career development and redeployment</b> - Take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment	January 1, 2016	- Create accessible employment procedure	In Progress	Human Resources (November, 2015)	In Progress

#### Part 4 – Design of Public Spaces Standards

This section of the Regulation includes requirements related to:

- Planning for accessibility
- Training staff to comply with the accessibility standards

Regulatory Requirement	Compliance Deadline	Deliverables	Progress to Date (Actions)	Champion/Due Date	Status
<b>Planning for accessibility</b> - Should we build or make major modifications to public spaces, Scholastic will meet the Accessibility Standards for the Design of Public Spaces	January 1, 2017	- Scholastic Canada will meet the Accessibility Standards for the Design of Public Spaces and plan for accessibility	In Progress	Facilities (December 2016)	In Progress
<b>Training staff to comply with the accessibility standards</b> - Ensure staff are trained on the Accessibility Standards for the Design of Public Spaces	January 1, 2017	- Create a training procedure for staff should we build or make major modifications to public spaces	In Progress	Human Resources (December 2016)	In Progress

For more information on this Accessibility Plan, or for a copy of this plan in an accessible format, please contact Scholastic Canada by any of the following means:

**By telephone/fax:**

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**By email:**

[Humanresources@scholastic.ca](mailto:Humanresources@scholastic.ca)

**By regular mail:**

Please forward your comments or questions to the following address:  
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