

AODA Multi-Year Accessibility Plan

Year	Customer Service Standard	Deliverables	Activities	Status		
				Complete	In Progress	Ongoing
2012	<b>Policies, Practices and Procedures</b> ● Establish policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation. ● Create document describing policies, procedures and practices; provide upon request in alternative format.	● Establish Hallmark Canada CSS policy ● Ensure document developed is accessible ● Post policy on website	● Policy written, approved and posted on Hallmark Canada website ● Increase communication strategy around company-wide AODA obligations	x		x
	<b>Communication</b> ● Must communicate with a person with a disability in a manner that takes into account their disability.	● Include in CSS policy ● Include in content of CSS training	● Sign off of policy to ensure understanding of CSS policy	x		x
	<b>Use of Service Animals and Support Persons</b> ● Establish policies and procedures around a person with a disability being accompanied by a service animal or support person. ● Create document describing policies and procedures; provide upon request	● Inform employees of internal resource contacts if questions arise	● Statement included in CSS Policy ● Continued commitment on communicating this obligation	x x		x
	<b>Notice of Temporary Disruptions</b> ● Provide public notice of disruption in facilities by posting on premise. ● Include notice of reason for disruption, anticipated duration and description, if available. ● Create a document describing steps to be taken for temporary disruptions; provide upon request.	● Inform employees of this obligation. ● Include information in CSS policy. ● Develop template to address disruptions for facilities management	● Commitment written into policy. ● Template developed for disruptions. ● Communication to all service areas on this obligation.	x x x		x
	<b>Training for Staff</b> ● Provide training to: - employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Hallmark Canada. - employees involved in development and approval of customer service policies, practices and procedures. ● Create document describing policies and procedures; provide upon request. ● Provide training on ongoing basis to reflect changes to policies, practices and procedures. ● Keep records of training provided.	● Develop CSS training policy. ● Develop CSS training. ● Inform management and request for adoption of training delivery. ● Develop process to provide training on an on-going basis. ● Develop process to keep records of training, dates and people trained.	● Policy on CSS training incorporated into CSS policy. ● Developed online training module on Hallmark TMS. ● Purchased some training from external vendor for employees who required more comprehensive coverage. ● Senior management requested to communicate obligation for required employees to complete training.	x x x x		x
	<b>Feedback Process</b> ● Establish policies for receiving and responding to feedback; make information about process publicly available. ● Create document describing process.	● Establish process. ● Post process on AODA page on Hallmark website.	● Established process.	x		
	<b>Notice of Availability of Documents</b> ● Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method.	● Include required notice at end of CSS policy regarding documents produced by AODA Officer.	● Statement included in CSS Policy.	x		

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	<b>Format of documents</b> <ul style="list-style-type: none"> <li>● Alternate format of documents covered by this regulation must take into account person's disability.</li> </ul>	<ul style="list-style-type: none"> <li>● All documents produced by AODA Officer to be in an accessible digital format.</li> </ul>	<ul style="list-style-type: none"> <li>● Commitment from AODA Officer to ensure all material developed from office is in an accessible digital format.</li> </ul>	x		x
2 0 1 3	<b>Emergency Procedures, Plans and Information</b> <ul style="list-style-type: none"> <li>● Make information available to public in an accessible format or with appropriate communication supports, upon request.</li> </ul>	<ul style="list-style-type: none"> <li>● Update and ensure Emergency Procedure Manual is accessible format</li> </ul>	<ul style="list-style-type: none"> <li>● Updated Emergency Procedure Manual</li> </ul>	x		
	<b>Workplace Emergency Response Information</b> <ul style="list-style-type: none"> <li>● Provide individualized workplace emergency response information to employees who have a disability as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>● Update Emergency Procedure Manual.</li> <li>● Ensure employees who have a disability understand their individual emergency response information.</li> </ul>	<ul style="list-style-type: none"> <li>● Updated Emergency Procedure Manual.</li> <li>● Confirmed employees who have a disability understand what to do in an emergency.</li> </ul>	x		x
	<b>Accessibility Policies</b> <ul style="list-style-type: none"> <li>● Develop, implement and maintain policies about what Hallmark Canada will do to meet the IASR requirements and become more accessible.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare a policy.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepared and approved policy.</li> <li>● Connect with KC and post on Hallmark website.</li> <li>● Ensure document is in accessible digital format.</li> </ul>	x x x		x
	<b>Multi-Year Accessibility Plans</b> <ul style="list-style-type: none"> <li>● Create multi-year plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.</li> <li>● Prepare annual status report on the progress taken, post status report and make accessible.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare multi-year plan.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepared multi-year plan.</li> </ul>	x		x
	<b>Procuring or Acquiring Goods, Services or Facilities</b> <ul style="list-style-type: none"> <li>● Incorporate accessibility criteria and features; if not possible, provide explanation upon request.</li> </ul>	<ul style="list-style-type: none"> <li>● Develop accessibility-related resources and information.</li> </ul>	<ul style="list-style-type: none"> <li>● Communicate this obligation to applicable areas.</li> </ul>		public only - n/a	
	<b>Self-Serve Kiosks</b> <ul style="list-style-type: none"> <li>● Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.</li> </ul>	<ul style="list-style-type: none"> <li>● Resource acceptable standards and build obligation into procurement process.</li> </ul>	<ul style="list-style-type: none"> <li>● Built into procurement process.</li> <li>● Communicate this obligation to all areas.</li> </ul>		new kiosks only - n/a	
	<b>New Internet Websites and Web Content</b> <ul style="list-style-type: none"> <li>● Conform to WCAG 2.0, initially Level A.</li> </ul>	<ul style="list-style-type: none"> <li>● Website content is Level A compliant.</li> <li>● Website content is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>● Create awareness of obligation with KC HR.</li> <li>● Ensure website, web content and web applications are Level A compliant.</li> </ul>	x x		x x

2014	<b>Training</b> <ul style="list-style-type: none"> <li>● Train all employees, volunteers, persons developing policies and all others providing goods, services or facilities on behalf of Hallmark Canada on requirements of IASR standards.</li> <li>● Provide ongoing training regarding any changes.</li> <li>● Keep record of training, dates trained, numbers trained.</li> </ul>	<ul style="list-style-type: none"> <li>● Source and or develop training to meet requirements. Deliver training as soon as practicable in 2015</li> </ul>	<ul style="list-style-type: none"> <li>● Secure training to meet obligation.</li> <li>● Communicate training requirements to all employees and volunteers.</li> <li>● Ensure training is available in accessible format.</li> <li>● Ensure completion of training is tracked.</li> <li>● Develop strategy to ensure compliance of all employees and volunteers.</li> </ul>	x		x
				x		x
2015	<b>Accessible Feedback Processes</b> <ul style="list-style-type: none"> <li>● Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request.</li> <li>● Notify public about availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>● Feedback process established under the customer service standards.</li> </ul>	<ul style="list-style-type: none"> <li>● Feedback process created/revised.</li> <li>● Develop a strategy to embed the feedback process into all processes across Hallmark Canada.</li> <li>● Develop communication strategy to ensure all employees are aware of feedback process.</li> </ul>	x		x
				x		x
				x		x
2015	<b>Recruitment</b> <ul style="list-style-type: none"> <li>● Notify applicants about the availability of accommodation.</li> <li>● Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used.</li> <li>● Consult with applicant or arrange to provide the accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare communication to notify potential applications about accommodation process.</li> <li>● Consult with potential applications when a request is made.</li> <li>● Accommodate applicants during the hiring process, upon request.</li> </ul>	<ul style="list-style-type: none"> <li>● Develop working group to address obligation and align with HR practices.</li> <li>● Include accommodation communication in all recruitment ads and hiring process.</li> <li>● Include AODA clause in all employment agreements.</li> </ul>	x		x
				x		x
				x		x
2015	<b>Employee accommodation</b> <ul style="list-style-type: none"> <li>● Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation.</li> <li>● Develop a written process for developing documented individual accommodation plans.</li> </ul>	<ul style="list-style-type: none"> <li>● Develop a written process for individualized accommodation plans (IAP).</li> </ul>	<ul style="list-style-type: none"> <li>● Create template for Employee Accommodation Process in AODA and IASR.</li> <li>● Prepare a communication to communicate obligation to all employees.</li> <li>● Develop a written process for IAP.</li> </ul>	x		
				x		
2015	<b>Employees returning to work</b> <ul style="list-style-type: none"> <li>● Establish a documented return-to-work process.</li> <li>● Process to facilitate RTW and document IAP.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare a documented return-to-work process in place.</li> <li>● Incorporate IAP in RTW process.</li> </ul>	<ul style="list-style-type: none"> <li>● Establish Return to Work Process.</li> <li>● Incorporate IAP into RTW Process.</li> <li>● Communicate to all employees.</li> </ul>	x		
				x		

	<p><b>Performance management, career development and redeployment</b></p> <ul style="list-style-type: none"> <li>● Take into account disability and accommodation plan when using performance management, when redeploying employees.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare document outlining process to ensure IAP is involved during performance management and redeployment.</li> </ul>	<ul style="list-style-type: none"> <li>● Revise internal policies related to performance management, career development and redeployment.</li> <li>● Communicate to all employees. Make accessible.</li> </ul>	x		
	<p><b>Accessible formats and communication supports</b></p> <ul style="list-style-type: none"> <li>● Arrange for accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>● Prepare a process to facilitate this obligation.</li> </ul>	<ul style="list-style-type: none"> <li>● Communicate to all employees. Make accessible.</li> </ul>	x		
2016-2020	<p><b>Policies, Practices and Procedures</b></p> <ul style="list-style-type: none"> <li>● continue to adhere to policies, practices and procedures on providing goods or services to persons with disabilities according to the principles set out in regulation.</li> <li>● continue to make available documents describing policies, procedures and practices; provide upon request in alternative format.</li> </ul>					x
2020	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>● Must communicate with a person with a disability in a manner that takes into account their disability.</li> </ul>					x
	<p><b>Use of Service Animals and Support Persons</b></p> <ul style="list-style-type: none"> <li>● Continue to adhere to policies and procedures around a person with a disability being accompanied by a service animal or support person.</li> <li>● Continue to make available documents describing policies and procedures; provide upon request</li> </ul>					x
	<p><b>Notice of Temporary Disruptions</b></p> <ul style="list-style-type: none"> <li>● Provide public notice of disruption in facilities by posting on premise.</li> <li>● Include notice of reason for disruption, anticipated duration and description, if available.</li> <li>● Continue to make available documents describing steps to be taken for temporary disruptions; provide upon request.</li> </ul>					x
2021-2026	<p><b>Training for Staff</b></p> <ul style="list-style-type: none"> <li>● Continue to provide training to:                             <ul style="list-style-type: none"> <li>- employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Hallmark Canada.</li> <li>- employees involved in development and approval of customer service policies, practices and procedures.</li> </ul> </li> <li>● Continue to make available document describing policies and procedures; provide upon request.</li> <li>● Continue to provide training on ongoing basis to reflect changes to policies, practices and procedures.</li> <li>● Keep records of training provided.</li> </ul>					x

0 2 0	<b>Feedback Process</b> <ul style="list-style-type: none"> <li>Establish policies for receiving and responding to feedback; make information about process publicly available.</li> <li>Create document describing process.</li> </ul>			x		x
	<b>Notice of Availability of Documents</b> <ul style="list-style-type: none"> <li>Notify customers that the documents covered by this regulation are available upon request by posting on premises, website or other reasonable method.</li> </ul>					x
	<b>Format of documents</b> <ul style="list-style-type: none"> <li>Continue to provide an alternate format of documents covered by this regulation must take into account person's disability.</li> </ul>					x
	<b>Workplace Emergency Response Information</b> <ul style="list-style-type: none"> <li>Continue to provide individualized workplace emergency response information to employees who have a disability as necessary.</li> </ul>					x
	<b>Accessibility Policies</b> <ul style="list-style-type: none"> <li>Continue to implement Hallmark Canada Integrated Accessibility Policy.</li> </ul>					x
2 0 1 6 - 2 0 2 0	<b>New Internet Websites and Web Content</b> <ul style="list-style-type: none"> <li>Conform to WCAG 2.0, initially Level A</li> <li>continue updating WCAG 2.0 level AA</li> </ul>	<ul style="list-style-type: none"> <li>Website content is Level A compliant.</li> <li>Website content is accessible.</li> <li>run the testing for Level AA</li> </ul>	<ul style="list-style-type: none"> <li>Ensure website, web content and web applications remain Level A compliant.</li> </ul>	x		x
	<b>Recruitment</b> <ul style="list-style-type: none"> <li>Continue to notify applicants about the availability of accommodation.</li> <li>Continue to notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processed to be used.</li> <li>Consult with applicant or arrange to provide the accommodation.</li> </ul>					x
	<b>Employee accommodation</b> <ul style="list-style-type: none"> <li>Continue to inform employees of policies used to support employees with disabilities, including policies on providing job accommodation.</li> <li>Continue to make available documented individual accommodation plans.</li> </ul>					x
	<b>Employees returning to work</b> <ul style="list-style-type: none"> <li>Continue to implement the documented return-to-work process.</li> <li>Continue to process to facilitate RTW and document IAP.</li> </ul>					x

	<p><b>Performance management, career development and redeployment</b></p> <ul style="list-style-type: none"> <li>Continue to take into account disability and accommodation plan when using performance management, when redeploying employees.</li> </ul>						X
	<p><b>Accessible formats and communication supports</b></p> <ul style="list-style-type: none"> <li>Continue to arrange for accessible formats and communication supports.</li> </ul>						X
BY 2021	<p><b>All public (external) websites and web content published after Jan. 1, 2012</b></p> <ul style="list-style-type: none"> <li>Conform to WCAG 2.0, Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>Website content is Level AA compliant.</li> <li>Website content is accessible.</li> </ul>	<ul style="list-style-type: none"> <li>Create awareness of obligation with Hallmark Global and Crayola LLC.</li> <li>Ensure website, web content and web applications are Level AA compliant.</li> </ul>	X			
2 0 2 2	<ul style="list-style-type: none"> <li>Reviewed our policies, practices and procedures.</li> <li>Reviewed our Statement of Commitment.</li> <li>Provided training for all new staff members.</li> <li>Updated emergency response procedures.</li> <li>Reviewed AODA multi year plan.</li> </ul>			X			
2 0 2 3	<ul style="list-style-type: none"> <li>Reviewed our policies, practices and procedures.</li> <li>Reviewed our Statement of Commitment.</li> <li>Provided training for all new staff members.</li> <li>Updated emergency response procedures.</li> <li>Reviewed AODA multi year plan</li> <li>Ensure website compliance with WCAG 2.0, Level AA</li> <li>Prepare compliance report for 2023 submission</li> </ul>			X			