

Multi-Year Accessibility Plan 2026-2028



LOCAL 793
international union of
operating engineers



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Should you have questions about this Multi-Year Accessibility Plan (MYAP), or to provide feedback as a person with a disability, please contact our Human Resources Department at HR@iuocal793.org.

A Message from Our Leaders



[Signature on Original]

Mike Gallagher

Business Manager



[Signature on Original]

Dave Turple

President &
Assistant Business Manager



[Signature on Original]

Rick Kerr

Treasurer &
OETIO Executive Director



[Signature on Original]

Virgil Nosè

Executive Board &
OEBAC Executive Director

On behalf of IUOE Local 793, OETIO, and OEBAC, we are pleased to share our Multi-Year Accessibility Plan for the period of 2026 to 2028.

Under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, organizations are required to develop a multi-year accessibility plan outlining how they will comply with and advance accessibility initiatives surrounding the following key standards:

- Policies & Procedures;
- Procurement;
- Training;
- Customer Service & Self Service;
- Information and Communication;
- Employment;
- Transportation; and
- Design of Public Spaces & the Built Environment.

In accordance with these standards, our organizations have collectively made significant strides forward as we continue to advance our accessibility goals in support of an equitable and barrier-free environment for all members, students, and staff alike.

As industry-leading organizations, we are committed to ensuring our continued compliance with AODA legislation throughout the term of this multi-year accessibility plan and beyond, and actively strive to achieve the highest level of accessibility possible in which we uphold our platinum level service experience for all persons within our community.

Commitment to Accessibility

The International Union of Operating Engineers, Local 793 (IUOE Local 793) and its affiliated and associated organizations, including the Operating Engineers Training Institute of Ontario (OETIO) and the Operating Engineers Benefits Administration Corporation (OEBAC) are committed to ensuring equal access and participation for people with disabilities.

As a community, we strive to provide a barrier-free environment for all stakeholders, including union members, students, employees, job applicants, suppliers, and any visitors who may enter our premises or use our services.

Our organizations understand that we have a responsibility to ensure the safety, dignity, and independence of all persons. Thus, we are committed to meeting the objectives and requirements of *Ontario Regulation 191/11, Integrated Accessibility Standards (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*; and the ongoing identification, removal and prevention of barriers to people with disabilities.

Recognizing that ensuring accessibility for all is a shared effort, the International Union of Operating Engineers, Local 793 (IUOE Local 793) and its affiliated and associated organizations, including the Operating Engineers Training Institute of Ontario (OETIO) and the Operating Engineers Benefits Administration Corporation (OEBAC) will continue to work together with all union members, students, staff, and volunteers to achieve these goals.

For more information on accessibility policies, plans and training, please contact our Human Resources department.

Progress Overview

The multi-year accessibility plan document will be reviewed and updated at a minimum every five (5) years, or more frequently as needed based on evolving feedback from relevant stakeholders within our community.

Throughout this multi-year accessibility plan (MYAP) document, the following written and visual progress indicators shall be utilized to help outline compliance status within the relevant standard categories, as of the time this MYAP was last updated:



On Track



On Hold



Behind



Completed

Progress is measured based on the standards outlined within the AODA specifying relevant timelines and outcomes for each respective standard requirement listed below.

Standard A: General Accessibility



Completed

A.1) Establishment of Accessibility Policies

Status: **Complete**

All required Policies, Procedures and Statements of Commitment are in place for each individual organization (IUOE Local 793, OETIO and OEBAC) and each individual organization's respective leadership has reviewed and signed said policies, procedures, and statements. These statements of commitment are posted on each organization's respective JOHSC boards for viewing by staff and visitors and is also available to staff on demand via the Dayforce portal. New policies are developed and implemented based on ongoing analysis of need and evolving requirements.



Completed

A.2) Accessibility Plans

Status: **Complete**

This Multi-Year Accessibility Plan (MYAP) has been established and implemented, and is reviewed and updated at least once every five (5) years as per legislative requirements. The Multi-Year Accessibility Plan (MYAP) will be posted on the required accessibility information webpage of each organization's website along with a blurb outlining how to request accessible formats if required due to disability.



Completed

A.3) Self-Service Kiosks

Status: **Complete**

The only existing self-service kiosk equipment, per the current AODA definition is point-of-sale terminals utilized by staff to facilitate in-person member payments. These POS terminals have recently been updated to a newer version which also allows payment through tap. These terminals can be turned and extended to the members at varying heights and angles based on their needs. Alternate payment options are also still available for those unable to utilize POS terminals, including payments by cheque and via online platforms.



On Track

A.4) Training

Status: **On Track** [*Perpetually Ongoing*]

All existing staff have successfully completed the required training courses. All completions are tracked by the Human Resources Department and copies of all AODA training certifications are kept on file for each staff member. All AODA training certificates are audited by Human Resources on an annual basis and refresher training courses are assigned to relevant staff when an update to the multi-year accessibility plan (MYAP) is made, and/or based on any new legislative or policy changes that may need to be communicated, whichever occurs first.

Standard B: Information & Communications



Completed

B.1) Feedback

Status: **Complete**

The "Accessible Feedback" policy has been developed and implemented which outlines the established process for receiving and responding to feedback in relation to accessibility requirements and the provision of alternative formats and communication supports upon request. The various feedback options are outlined on the IUOE Local 793, OETIO, and OEBAC websites inclusive of email, phone, fax, in-person walk-in, and contact us webform wherein persons with disabilities can both provide feedback and also request alternate accessible formats and communication supports as needed.



On Track

B.2) Accessible Formats and Communication Supports

Status: **On Track** [*Perpetually Ongoing*]

Processes have been established to allow for accessible formats and communication supports to be requested through various channels including by email, phone, in-person, and webform. Each request is received and considered on a case-by-case basis dependent on the needs of the person with the disability. This includes reviewing the details of each request with the individual making the request on an ongoing basis to assess suitable accessible formats or communication supports to provide. As an exercise, this is ongoing relevant to each new request received. Notice of availability of accessible formats and communication supports is available on the accessibility page of each website. Individuals attending training are also notified as part of their intake paperwork.



Completed

B.3) Emergency Procedure, Plans or Public Safety Information

Status: **Complete**

Processes have been established to allow for accessible formats and communication supports to be requested in relation to emergency procedures at our facility, through various channels including by email, phone, in-person, and webform. Each request is received and considered on a case-by-case basis dependent on the needs of the person with the disability.



Completed

B.4) Accessible websites and web content

Status: **Complete**

The I.T. Department undertook a massive compliance review across all websites pertaining specifically to AODA WCAG 2.0 compliance and has confirmed completion of the project, ensuring design and content meet current compliance standards. Moving forward, our I.T. and Communications Departments will continue to take into account evolving WCAG 2.0 requirements in any changes to and/or new website or web content that may be released online, as required under the legislation.



On Track

B.5) Educational and Training Resources and Materials

Status: **On Track** [*Perpetually Ongoing*]

The OETIO Curriculum Development Department has established processes to appropriately receive and review on a case-by-case basis, any requests pertaining to accessible formatting of training resources, training materials, student records and/or program requirements. Students are given the opportunity to notify of their needs in advance of their program start date via the student package paperwork, in relation to disability and each request that is received is considered on a case-by-case basis dependent on the needs of the person with the disability. Participants with disabilities can utilize form AODA-001: Accessibility Format Request Form, to request accessible formats and accommodations as required.



Completed

B.6) Training to Educators

Status: **Complete**

Compliance Details:

All existing training staff/Instructors have successfully completed the required training courses. All completions of required training courses are tracked by the Human Resources Department and copies of all AODA training certifications are kept on file for each staff member. Certificates include the course name, date completed, and where in-person training is provided, an attendance list is also kept verifying the number of individuals participating.



Completed

B.7) Producers of Educational or Training Material

Status: **Complete**

All OETIO learning materials are available in paper or digital formats. Audio formatting is also currently readily available for eLearning programs. The curriculum department whom is responsible for the production of OETIO's educational and training

materials has further developed a process to receive and respond to any additional requests for alternative learning formats on a case-by-case basis, dependent on the needs of the person with the disability. If the required formats are not currently readily available based on a received request, the curriculum department will work with the requester to try to accommodate the needs of the participant wherever possible. All OETIO learning materials are available in paper or digital formats. Audio formatting is also currently readily available for eLearning programs. Any printed curriculum documents are also readily available in an accessible PDF format upon request. Additionally, OETIO offers material that caters to various learning styles including visual, audible, kinesthetic, etc.



Completed

B.8) Libraries of Educational and Training Institutions

Status: Complete

OETIO currently maintains a physical library of up-to-date training materials and resources for use by staff and students. A designated staff member supports the library organization and keeps all content therein up-to-date with the most recent versions of materials. Each of the items within the catalogue of the physical library is also simultaneously maintained in readily available digital formatting. Alternate formatting requests beyond the physical/digital library copies can also be requested through the standard request process overseen by the Curriculum department and each request for alternative formatting is received and responded to on a case-by-case basis, dependent on the needs of the person with the disability and in consultation with said individual.

Standard C: Employment Standards



Completed

C.1) Recruitment, General

Status: Complete

All job postings, whether internal or external in nature, contain language intended to notify the applicants of the availability of accommodation upon request for applicants with disabilities. Example Language: 'IUOE Local 793, OEBAC, and/or OETIO welcomes applications from persons with disabilities and, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), accommodations are available on request for those who require disability supports while taking part in all aspects of the selection process'.



Completed

C.2) Recruitment, Assessment or Selection Process

Status: Complete

If an applicant is selected to participate in an interview or assessment related to the selection process, in addition to the notification on each job posting to which they would have applied, they are individually verbally reminded that accommodations are available upon request in relation to the materials or process being used. Furthermore, prior to beginning a phone interview, each candidate is asked if they have any questions or concerns before proceeding, in order to afford them the opportunity to voice any such accommodation-related needs as required.



Completed

C.3) Notice to Successful Applicants

Status: Complete

Each job offer contains language notifying the recipient of the availability of accommodations as well as outlining that AODA policies are in place. Example: 'IUOE Local 793, OETIO and/or OEBAC is an equal opportunity employer and, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), accommodations are available for those who require supports in relation to this job offer. If you have a question relating to our AODA policies or procedures, or require alternate accessibility formats relating to this document, please contact our Human Resources Department for assistance.'



Completed

C.4) Informing Employees of Supports

Status: Complete

Upon hire, each new employee is granted access to all current policies, inclusive of all AODA policies, on demand and must review and acknowledge said policies as a component of their standard onboarding process. All new employees are provided access to and required training on AODA legislation and the requirements thereunder upon their first day of employment and must complete the review of relevant policies and procedures as well as the required trainings, within two-weeks of their first day of employment, as part of their standard onboarding process. Any statement of commitment changes or revisions are posted on site health and safety boards, and any policy changes or revisions are available in real time to all staff via the digital system (or via alternative means as requested on a case-by-case basis).



Completed

C.5) Accessible Formats and Communication Supports for Employees

Status: Complete

If an employee discloses a disability and subsequently requires accessible formats and/or communication supports relating to their employment or the performance of their work tasks, the Human Resources department shall work in consultation with said employee in order to facilitate the provision of said accessible formats and communication supports on a case-by-case basis as needed.



On Track

C.6) Workplace Emergency Response Information

Status: On Track [*Perpetually Ongoing*]

The Emergency Response Planning policy for employees' who have a disability outlines the process for establishing an individualized workplace emergency response plan based on disability-related need. As part of staff onboarding, each employee completes an Emergency Response Information Form which allows them to disclose whether they require individualized assistance in the event of an emergency situation. If any staff discloses a disability requiring individualized assistance, an individual emergency response plan is detailed accordingly and kept on file outlining accommodation needs. Review of individualized workplace emergency response information is conducted on an annual basis, at a minimum, or in the event of the employee's physical relocation or a change in their disclosed disability-related needs. In the event an employee is medically cleared of any disability-related need, their individualized emergency response plan is closed accordingly and not renewed. This exercise is conducted on an ongoing basis, based on case-by-case need.



Completed

C.7) Documented Individual Accommodation Plans

Status: Complete

The staff Workplace Accommodation Plans policy has been developed as required, outlining the written process for the development of individual accommodation plans for employees with disabilities returning to work.



Completed

C.8) Return to Work Process

Status: Complete

A return-to-work process is outlined under the STD policy. In general, this process entails the employee submitting up-to-date FAF documentation in advance of the return-to-work date, detailing any restrictions or limitations, from which the employer shall, in consultation with the employee, establish a temporary accommodation agreement where possible in accordance with the outlined disability-related accommodation needs and role requirements. Such plans shall be reviewed and updated in accordance with scheduled follow-up appointments and updated physician documentation until such time as the employee is medically cleared to return to work with full duties and/or is deemed to have no further change in functional abilities (permanent limitations) moving forward at which point a final status determination is made between the employer and employee.



Completed

C.9) Performance Management

Status: **Complete**

Performance evaluations are conducted on an annual basis for all staff. Should a staff require an alternative format or communication support to facilitate said performance evaluation process, each such request will be considered on a case-by-case basis in consultation with the person with the disability. Any performance management requirements shall also take into account any disclosed disability in accordance with the functional abilities as outlined in relevant FAF paperwork, as well as any existing individual accommodation plans, in relation to the performance management activities required accordingly.



Completed

C.10) Career Development and Advancement

Status: **Complete**

If an employee is considered for career development or advancement, a disclosed disability will be taken into consideration in accordance with the functional abilities as outlined in relevant FAF paperwork in relation to the development activities or new position's requirements accordingly. If an existing accommodation plan is in place, said plan will be revised in accordance with the development and/or advancement to ensure appropriate health and safety. Depending on the circumstances, an updated FAF may be required in order to ensure any updated individual accommodation plan meets the needs of the person with the disability.



Completed

C.11) Redeployment

Status: **Complete**

If an employee is redeployed, a disclosed disability will be taken into consideration in accordance with the functional abilities as outlined in relevant FAF paperwork in relations to the position's requirements accordingly. If an existing accommodation plan is in place, said plan will be revised in accordance with the redeployment to ensure appropriate health and safety. Depending on the circumstances, an updated FAF may be required in order to ensure any updated individual accommodation plan meets the needs of the person with the disability.

Standard D: Design of Public Spaces & the Built Environment



D.1) Outdoor Public Use Eating Area

Status: **Not Currently Applicable**

Currently there are no outdoor public use eating areas in place at our facility; thus, this requirement is not applicable to our current environment. If, in future, any such eating areas are created, these areas will adhere to the requirements as outlined in AODA legislation accordingly



On Track

D.2) Exterior Paths of Travel

Status: **On Track**

Currently there are no new or redeveloped exterior paths of travel in place at our facility; thus, this requirement is not applicable to our current environment. If, in future, any such exterior paths of travel are created, these paths will adhere to the requirements as outlined in AODA legislation accordingly. That being said, our existing paths of travel already mainly comprise of sidewalk areas which are firm and stable. Maintenance also maintains these paths of travel on an ongoing basis to ensure they are free of obstructions and kept clear of snow/ice. Our main entryways also include ramps for access to the facility and push-button access controls for main entry doors.



Completed

D.3) Accessible Parking

Status: Complete

The current parking lots for the facility contain both Type A and Type B accessible parking spaces as required and are marked with accessible signage accordingly. The current parking lots for the facility include appropriately marked access aisles between accessible parking spaces as required. The current parking lots for the facility meet the technical requirements under the AODA legislation outlining the required number of accessible parking spaces divided between Type A and Type B. All spaces are marked with appropriate signage accordingly. Each accessible parking space is marked with appropriate signage designating said spaces as accessible permit parking, as required.



On Track

D.6) Service Counters

Status: On Track

Any service counters that are replaced in future, or new service counters that are constructed, will be done in accordance with AODA legislation as is required, meaning the service counter will accommodate mobility aids and be designated as such with appropriate signage. Currently there are no immediate plans to renovate existing service counters on a particular timeline, however this requirement shall be considered if and when said facility changes may occur.



D.7) Fixed Queuing Guides

Status: Not Currently Applicable

Currently there are no fixed queuing guides in place within our facility; thus, this requirement is not applicable to our current environment. If, in future, any such queuing guides are created, these fixed queuing guides will adhere to the requirements as outlined in AODA legislation accordingly.



D.9) Waiting Areas

Status: Not Currently Applicable

Current waiting areas do not have seating that is affixed to the floor; thus, this requirement is not currently applicable to our current environment. If, in future, any such waiting area with fixed seating is created, these waiting area requirements as outlined in AODA legislation shall be adhered to accordingly.

Standard E: Maintenance



On Track

E.1) Maintenance of Accessible Elements

Status: On Track [*Perpetually Ongoing*]

The facility Maintenance team reviews all accessible elements within the facility on an ongoing basis and conducts repairs wherever necessary. The JOHSC also conducts a check of all such accessible elements (for example, power door operators) on a monthly basis as part of the inspection criteria and flags any identified issues to the maintenance team as a control to ensure all accessible elements are kept in working order. Certain elements are also uniquely inspected and maintained under an additional established preventative maintenance schedule as required by law (such as elevators). In the case of any disruption to accessible elements within the facility, the maintenance department shall post notice with the impacted element to inform users. Repairs for unexpected issues pertaining to such items are conducted as a priority to ensure minimal downtime. During downtime, if any person with a disability requires temporary accommodation as a result of the maintenance work impacting usage of an accessible element, alternative supports may be made available on request where possible or alternate service arrangements may be made.

Standard F: Customer Service



Completed

E.1) Establishment of Policies

Status: **Complete**

All required customer service-related policies have been developed and implemented in relation to accessible customer service. A summary document has been prepared listing all AODA accessibility policies in place with a synopsis of each. Said document(s) may be provided, upon request, on a case-by-case basis. All internal policies are also available in full, on demand to current staff for review and reference as needed. Required notice is posted at facility service counters and any request for the provision of accessible formatting due to disability in relation to these documents is facilitated on a case-by-case basis in consultation with the person with the disability.



Completed

E.2) Use of Service Animals and Support Persons

Status: **Completed**

The “Service Animals” policy outlines the process surrounding use of a service animal by individuals with disabilities while on the premises and defines what does and doesn’t constitute a service animal in order to distinguish which animals are and are not permitted on the premises. Said document specifies that service animals shall be permitted to accompany persons with disabilities at all times within the facility as needed by the person with a disability, except as excluded by law (for example, in the kitchen when food is being prepared). Wherein a service animal cannot be permitted onsite, alternate arrangements for service shall be made in consultation with the person with the disability based on their needs. The “Accessible Customer Service” policy outlines the process surrounding use of a support persons by individuals with disabilities while on the premises. Said document specifies that support persons shall be permitted to accompany persons with disabilities at all times within the facility as needed by the person with a disability. The “Service Animals” policy and “Accessible Customer Service” policy have been established outlining the process surrounding use of service animals or support persons by individuals with disabilities. Said documents may be provided, upon request, on a case-by-case basis.



Completed

E.3) Notice of Temporary Disruptions

Status: **Complete**

While persons with disabilities do not usually use alternate facilities or services, any disruption or closure impacting member services if communicated to all members via a variety of means as needed, including but not limited to: notice signs posted at facility entry doors, voicemail recordings communicating the disruption, notice of disruption or closures posted on applicable websites and/or social media, and enable email bounce backs notifying of the details. Such notices include information specifying alternate points of contact where applicable, duration of impact and expected date of resumption of normal services, and reasoning where appropriate (e.g. holiday closures).



Completed

E.4) Training for Staff

Status: **Complete**

All staff and volunteers across the board undergo required training courses as part of their standard onboarding process. All existing staff/volunteers have successfully completed the required training courses, and any new staff/volunteers undergo the same within their first two weeks. Refresher courses are also sent on a recurring basis to ensure all individuals remain current.



Completed

E.5) Feedback Process

Status: **Complete**

The “Accessible Feedback” policy has been established outlining the feedback process and includes processes for receiving and responding to feedback from persons with disabilities. Information about the feedback process is outlined on the accessibility

page of the website(s) as required, and includes language specifying various means by which feedback can be provided, "IUOE Local 793, OETIO, and/or OEBAC is committed to addressing or removing accessibility barriers related to our services wherever possible. If you would like to submit feedback about a particular accessibility issue you have experienced or feedback to help inform our Accessibility Plan, please contact us via your preferred method, including physical mail, telephone, or the Contact Us webform. Alternate formats and accessibility communication supports may be available upon request." The "Accessible Feedback" policy has been established outlining the feedback process and may be provided, upon request, on a case-by-case basis.



Completed

E.6) Format of Documents

Status: Complete

Required notice of alternative format availability is posted at facility member service counters. If an individual requests an alternative format of document as a result of a disability, said request will be processed on a case-by-case basis and in consultation with the individual to determine the needs and type of format or communication support required. Depending on the nature of the request this may not be facilitated immediately upon request, however, will be facilitated in a timely manner that considers the individual's accessibility needs due to disability, as required.

Conclusion

IUOE Local 793, OETIO, and OEBAC are committed to the ongoing identification and removal of accessibility barriers within our community. While we are currently in compliance with all requirements under applicable AODA legislation, our organizations will continue to actively monitor and update this Accessibility Plan with the goal of going above and beyond, so all members of our community can experience the same platinum-level of service, regardless of disability.

For inquiries about this plan, to request an alternate format, or to provide feedback, please contact our Human Resources Department.