

Hershey Canada

Human Resources Policy/Procedure Manual

Policy: Accessible Customer Service Policy

Effective: January 1, 2012

Purpose:

The purpose of this policy is to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Hershey Canada Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises leased by Hershey Canada Inc.
- b) This policy applies to employees and contractors who deal with the public or other third parties that act on behalf of Hershey Canada Inc., including when the provision of goods and services occurs outside of the premises of Hershey Canada Inc., such as delivery of goods to customer locations or in a retail store.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of services that take place at premises leased by Hershey Canada Inc.
- d) This policy shall also apply to all persons who participate in the development of Hershey Canada Inc.'s policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or assistive device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent to the average person that the animal is used by the person for reasons relating to his or her disability; or
- the person who requires the animal can provide on request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to the average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog for reasons relating to the disability.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons

- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents
- I. Responsibility and Administration

A. The Provision of Goods and Services to Persons with Disabilities

Hershey Canada Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own way and/or at their own pace when accessing goods and services, as long as this does not present a safety risk;
- using alternative methods, when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customer's own assistive device(s):

Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by Hershey Canada Inc.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business; or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and service dogs.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Hershey Canada Inc. will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Hershey Canada Inc. may request verification from the customer. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service animal or service dog is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Hershey Canada Inc. will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a customer with a disability is accompanied by a support person, Hershey Canada Inc. will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, Hershey Canada Inc. will make every reasonable attempt to resolve the issue.

Prior to any conversation taking place where confidential information might be discussed, consent will first be obtained from the customer.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Hershey Canada Inc. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Hershey Canada Inc.'s goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted, the following information will be included, unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur, Hershey Canada Inc. will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance, in the reception area and the nearest accessible entrance to the service disruption;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

F. Feedback Process

Hershey Canada Inc. shall provide customers with the opportunity to provide feedback on the service provided to people with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on the Hershey Canada Inc. website. Alternate methods of providing feedback, such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Training will be provided to:

- a) all employees and contractors who deal with the public or other third parties that act on behalf of Hershey Canada Inc.; for example: salespersons, vendors and third party marketing agents;

- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Hershey Canada Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Hershey Canada will provide training as soon as is practicable. Training will be provided to new employees and contractors who deal with the public or act on our behalf during the on-boarding process. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

The Hershey Company will keep a record of training that includes the dates training was provided and the names of employees who attended the training.

H. Notice of Availability and Format of Documents

Hershey Canada Inc. shall notify customers that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place in Hershey Canada Inc.'s facilities, Hershey Canada Inc.'s website and/or any other reasonable method.

I. Responsibility

The Director, Human Resources Hershey Canada Inc is responsible for the communication and interpretation of this policy. It is the Department Manager's responsibility to administer the policy as per the following procedures.

Hershey Canada

Human Resources Policy/Procedure Manual

Policy: **Integrated Accessibility Standards Policy**

Effective: September 15, 2014

Purpose

The following policy has been established by Hershey Canada, Inc. to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*. These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. Hershey Canada, Inc. is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

Commitment

Hershey Canada, Inc. is 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 persons 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*.

This policy will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

Hershey Canada, Inc. will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, Hershey Canada, Inc. will provide a copy of the Accessibility Plan in an accessible format.

Training Employees

Hershey Canada, Inc. will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees;
- all persons who participate in developing our policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as part of the New Employee Onboarding/Orientation process. Hershey Canada, Inc. will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

Hershey Canada, Inc. will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, Hershey Canada, Inc. will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Hershey Canada, Inc. will consult with the person making the request in determining the suitability of an accessible format or communication support. Hershey Canada, Inc. will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Hershey Canada, Inc. will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

Hershey Canada, Inc. will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

Hershey Canada, Inc. will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Hershey Canada, Inc. will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, Hershey Canada, Inc. will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Hershey Canada, Inc. will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Hershey Canada, Inc. will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Hershey Canada, Inc. will consult with the employee making the request.

Workplace Emergency Response Information

Hershey Canada, Inc. will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Hershey Canada, Inc. is aware of the need for accommodation due to the employee's disability. Hershey Canada, Inc. will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Hershey Canada, Inc. will, with the consent of the employee, provide the workplace emergency response information to the person designated by Hershey Canada, Inc. to provide assistance to the employee.

Hershey Canada, Inc. will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

Hershey Canada, Inc. will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

Hershey Canada, Inc. maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Hershey Canada, Inc. will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

Hershey Canada, Inc. will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance

management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Human Resources
Hershey Canada, Inc
400 – 5750 Explorer Drive
Mississauga, ON L4W 0B1
905 602 9200

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Hershey Canada, Inc. - INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Complete (December 2013)	Complete	January 1, 2014
4	Accessibility Plans	(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	a) In progress b) Posted/Ongoing c) Ongoing	Ongoing	January 1, 2014
7	Training	(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Training to be sourced, built and delivered to compliance deadline. Method(s) to be determined. Determine budget, cost, approval, etc...	Ongoing	January 1, 2015

PART II – Information and Communications Standards

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Conduct a review of all Hershey Canada, Inc. feedback processes (customer and internal). i.e.: Employee Opinion Survey, etc., and consult with all areas of the business to ensure that all feedback processes have been captured. Determine formats and communication supports that may be requested and how Hershey Canada, Inc. would provide these.	Ongoing	January 1, 2015
12	Accessible Formats & Communication Supports	(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determine what formats and communication supports will be provided by Hershey Canada, Inc. to persons with disabilities, upon request. a) Ensure formats and supports are provided in a “timely manner”. b) Communicate that “no additional charge” is required.	Ongoing	January 1, 2016
12		(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Develop a process for handling such requests.	Ongoing	January 1, 2016
12		(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Work with business areas to determine process in handling such requests: posted on website, auto message while on hold for support, part of sales collateral.	Ongoing	January 1, 2016

13	Emergency Procedures, Plans or Public Safety Info	(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	N/A	N/A	January 1, 2012
14	Accessible Websites & Web Content	(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Hershey Canada, Inc. conforms to WCAG 2.0 Level A.	Ongoing	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded).

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Owned by Recruitment. Verbiage notifying employees and the public will be added to Job Postings/Advertisements.	Ongoing	January 1, 2016
23	Recruitment, Assessment or Selection Process	(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	To be done via Hershey Canada, Inc. applicant tracking system. Verbiage to be added to emails/pre-screens.	Ongoing	January 1, 2016
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add verbiage to offer letters.	Ongoing	January 1, 2016
25	Informing Employees of Supports	(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Determine the method of communication: email, intranet	Ongoing	January 1, 2016
25		(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Part of New Employee Orientation process.	Ongoing	January 1, 2016

25		(3)Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Updates to be communicated via email and intranet.	Ongoing	January 1, 2016
26	Accessible Formats & Communication Supports for Employees	1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) Information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace.	To be determined.	TBD	January 1, 2016
26		2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	To be determined.	TBD	January 1, 2016
27	Workplace Emergency Response Information	(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Covered in the New Employee Orientation.	Ongoing	January 1, 2012
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Covered in the New Employee Orientation.	Ongoing	January 1, 2012

27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Part of current practice.	Ongoing	January 1, 2012
27		(4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.	Covered in the New Employee Orientation.	Ongoing	January 1, 2012
28	Documented Individual Accommodation Plans	(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Covered in the New Employee Orientation.	Ongoing	January 1, 2016
28		(2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.	Covered in the New Employee Orientation.	Ongoing	January 1, 2016

		<p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	<p>(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	Part of current practice.	Ongoing	January 1, 2016

29		<p>(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Part of current practice.	Ongoing	January 1, 2016
29		(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Part of current practice.	Ongoing	January 1, 2016
30	Performance Management	(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Part of current practice.	Ongoing	January 1, 2016
31	Career Development & Advancement	(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Part of current practice.	Ongoing	January 1, 2016
32	Redeployment	(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	To be determined.	TBD	January 1, 2016