



Companies: VIVA Media Packaging (Canada) Ltd. VIVA Healthcare Packaging (Canada) Ltd.	
Title: Multi-Year Accessibility Plan	Date of Issue: December 01, 2019
Approved by: Chief Executive Officer	Review / Revise Date:
Location: Neilson Plant and Finch Plant	

BACKGROUND

The Ontario government's goal is to make the province fully accessible by 2025. It has introduced a phased in approach to the implementation of requirements through regulations under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. AODA permits the government to establish Accessibility Standards in order to remove or prevent barriers for Ontarians with Disabilities¹. Viva is required to comply with the AODA by creating documents, policies, practices and procedures as prescribed by the Accessibility Standards to accommodate persons with disabilities.

The Multi-Year Accessibility Plan is based upon requirements under AODA. The AODA sets out the roadmap for an accessible Ontario by 2025.

- The Customer Service Standard (Ontario Regulation 429/07) was the first standard under AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability.
- The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) is made up of three of the five standards - Information and Communication, Employment and Transportation Standards. The goal of the IASR is to make it easier for people with disabilities to get where they need to go; expand Ontario's labour pool by welcoming people with disabilities into more workplaces; and provide people with disabilities access to more of the information we all depend on.
- The Built Environment Standard is the final standard and focuses on removing barriers in public spaces and buildings. The standard for the design of public spaces only applies to new construction and major changes to existing features.

Accessibility Plan and Policies for Viva

This 2019-2024 accessibility plan outlines the policies and actions that Viva will endeavor to put in place to improve opportunities for people with disabilities.

¹ The AODA uses the same definition of disability as the Ontario Human Rights code, which includes disabilities of differing severity, both visible and non-visible, as well as permanent and transient disabilities. See Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.



STATEMENT OF COMMITMENT

Viva 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 people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005. Viva has corporate values which govern how we do business and how we treat our employees.

MULTI-YEAR ACCESSIBILITY PLAN OBJECTIVE

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted. A barrier is defined as anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: features, buildings, or spaces that restrict or impede physical access.

Communication Barriers: obstacles with processing, transmitting or interpreting information.

Attitudinal Barriers: prejudgments or assumptions that directly or indirectly discriminate.

Technological Barriers: when technology cannot be or is not modified to support various assistive devices and/or software.

Systemic Barriers: barriers within an organization's policies, practices and procedure that do not consider accessibility.



CUSTOMER SERVICE STANDARD

Purpose: To ensure all services offered to the public are provided in an accessible manner.

Deliverable	Status	Comments
Include policy in new hire package	Ongoing	
Create a training document for the standard	Ongoing	
Host training sessions on the policy and standard	Ongoing	
Report compliance to the Ontario government	Ongoing	

INTEGRATED ACCESSIBILITY STANDARDS

Purpose: to ensure accessibility in the areas of information and communications, employment, and transportation.

Deliverable	Status	Comments
Provide publicly available emergency information upon request.	Ongoing	
Where Viva is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided as soon as practicable, if such information is necessary given the nature of the employee's disability.	Ongoing	
Review individualized emergency response information on a yearly basis.	Ongoing	
Review current policies/practices to include Viva's commitment to accessibility.	Ongoing	
Ensure existing feedback processes are accessible to people with disabilities upon request.	Ongoing	
Ensure all publicly available information is made accessible upon request.	Ongoing	
Establish, implement, maintain and establish a Multi-Year accessibility plan.	Ongoing	
Review the plan at least once every 5 years.	Ongoing	
Inform all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.	Ongoing	
Create a training process on Ontario's accessibility laws (IASR) and on the Human Rights Code as it relates to people with disabilities.	Ongoing	
Arrange for the training program on IASR and Human Rights to be available	Ongoing	
Train employees and other staff members on IASR and Human Rights	Ongoing	
Ensure that training is provided on any changes to the prescribed policies.	Ongoing	
Maintain training records.	Ongoing	
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 accommodation in order to return to work.	Ongoing	



Where an employee with a disability so requests it, Viva will provide or arrange for provision of suitable accessible formats and communication supports for: <ul style="list-style-type: none"> ▪ Information that is needed in order to perform the employee’s job; ▪ Information that is generally available to employees in the workplace 	Ongoing	
Ensure Viva’s recruitment process provides for accommodations for those with disabilities.	Ongoing	
Viva will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process.	Ongoing	
Viva will 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 in the assessment/selection process.	Ongoing	
When making offers of employment, Viva will notify applicants of its policies for accommodating employees with disabilities.	Ongoing	
Provide employees with information about accommodation supports during the on-boarding process.	Ongoing	
Where Viva is responsible for maintaining location parking lots, and when planning to build new or making major changes to the existing parking spaces, as practicable, we will endeavor to meet the technical requirements for accessible parking spaces as outlined under the Built Environment.	Ongoing	
Where Viva is responsible for creating and maintaining external paths of travel, and when creating new or redevelopment of external paths of travel, as practicable, we will endeavor to meet the technical requirements outlined under the Built Environment.	Ongoing	
Where Viva is responsible for maintaining the accessible parts of our public places, we will endeavor to communicate: <ul style="list-style-type: none"> ▪ preventative and emergency maintenance procedures for the accessible parts of our public spaces ▪ o procedures for handling temporary disruptions in service when an accessible part of our public spaces stops working, such as putting up a sign explaining the disruption and outlining an alternative. 	Ongoing	

For More Information

For more information on this accessibility plan, please contact:

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