



Multi-Year Accessibility Plan

General Motors of Canada Company

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GENERAL MOTORS OF CANADA COMPANY ACCESSIBILITY POLICY AND COMMITMENT STATEMENT

- According to the Accessibility for Ontarians with Disabilities Act, 2005, “disability” means,
 - a) 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 co-ordination, 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 device,
 - b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

General Motors of Canada Company Accessibility Policy and Commitment

- **General Motors of Canada Company is committed to interacting, communicating and providing goods and services to members of the public that are based on the full inclusion of all persons with disabilities. We recognize people with disabilities may have different needs and we will in accordance with government guidelines, support the identification, removal and prevention of barriers for persons with disabilities.**
- **As an employer, General Motors of Canada Company, believes in integration and equal opportunity for all individuals, and is committed to treat all people in a way that allows them to maintain their dignity and independence and contribute to their maximum potential. In accordance with government guidelines and in a timely manner, General Motors of Canada Company will provide the facilities, processes, tools and training to create an accommodating and barrier free work environment.**
- General Motors of Canada Company has established additional policies to support our Accessibility Policy:
 - [Human Resources Policies and Procedures](#)
 - GM’s Code of Conduct
 - Discrimination Policy (*Fair Treatment & Respect*)
 - Anti-Harassment Policy
 - Workplace Violence Policy
 - Employment Equity and Human Rights Policy
 - Respectful Work Environment Policy
 - GM of Canada Customer Service Standard Policy
 - GM of Canada Health and Safety Policies
 - [Unifor Master Agreement Provisions](#)
 - Section 3 – Recognition
 - Paragraph 65 - Accommodation
 - Appendix M - Harassment
 - Appendix N - Employment Equity Plan
 - Doc. No. 1 - Employment Equity
 - Doc. No. 2 - CAW National Employment Equity Coordinator



- Doc. No. 5 – Employee Counselling Program
 - Doc. No. 45 – Medical Clearance to Return to Work
 - Doc. No. 46 – Medically Restricted Employees
 - Doc. No. 54 – Attendance
 - Doc. No. 74 – Health and Safety
 - Doc. No. 95 - New Hires
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- General Motors of Canada Company is committed to achieve a barrier free and accommodating work environment through the following means:
 - This policy and commitment statement,
 - A Multi-Year Accessibility Plan that outlines actions to prevent and remove barriers to accessibility and meet the requirements under the AODA.
 - Modifications to this or other policies: Any policy of General Motors of Canada Company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
 - All documentation is available in accessible formats upon request.



GENERAL MOTORS OF CANADA COMPANY MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION AND STATEMENT OF COMMITMENT

- In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. The Integrated Accessibility Standards Regulations (“IASR”) under the AODA requires that effective January 1, 2014,
- General Motors of Canada Company shall establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.
- Under the IASR, the following accessibility standards set certain requirements that are applicable to General Motors of Canada Company:
 - Customer Service
 - Training
 - Information and Communications
 - Employment
- This multi-year plan outlines General Motors of Canada Company’s strategy to prevent and remove barriers to address the current and future requirements of the IASR, and in order to fulfill General Motors of Canada Company’s commitment as outlined in General Motors of Canada Company’s Accessibility Policy.
- In accordance with the requirements set out in the IASR, General Motors of Canada Company will:
 - Establish, review and update this plan;
 - Post this plan on GM of Canada’s public website
 - Report as required on its public website on the progress of the implementation of this plan;
 - Provide this plan in an accessible format, upon request; and
 - Review and update this plan at least once every five years.



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

- **Commitment:**
 - General Motors of Canada Company is committed to interacting, communicating and providing goods and services to members of the public that are based on the full inclusion of all persons with disabilities. We recognize people with disabilities may have different needs and we will in accordance with government guidelines, support the identification, removal and prevention of barriers for persons with disabilities.
 - As an employer, General Motors of Canada Company believes in integration and equal opportunity for all individuals and is committed to treat all people in a way that allows them to maintain their dignity and independence and contribute to their maximum potential. In accordance with government guidelines and in a timely manner, General Motors of Canada Company will provide the facilities, processes, tools and training to create an accommodating and barrier free environment.
- **Actions Taken:**
 - The following measures have been implemented and continue to be sustained by General Motors of Canada Company:

Assistive Devices

- We will continue to ensure staff are trained and are familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

- We will communicate with people with disabilities in ways that take into account their disability.

Service Animals

- We welcome people with disabilities and their service animals. Service animals are allowed in those areas of our premises that are open to the public. If the animal cannot easily be identified as a service animal, documentation from a regulated health professional may be requested.

Support Persons

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. The support person will not be charged an administrative fee nor fare.
- Before deciding on allowing the support personnel we will consult with the person with the disability to understand their needs, consider health or safety reasons based on available evidence and then determine if there is no other reasonable way to protect the health and safety of the person or other on the premises.

Notice of Temporary Disruption

- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities General Motors of Canada's management will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at the front entrance of the impacted GM location(s) as well as on any affected device(s). Efforts will be made to make alternate arrangement to continue to provide service to people with disabilities.

Training for Staff

- General Motors of Canada Company will provide relevant training about the provision of its goods or services to persons with disabilities to all employees, volunteers and others in the Province of Ontario who deal with the public or other third parties on their behalf. Training shall also be provided on an ongoing basis in



connection with changes to this policy. This training is also part of the new hire orientation. In 2017 General Motors of Canada Company trained all employees on the Accessibility Standard for Customer Service.

Feedback Process

- Customers who wish to provide feedback on the way General Motors of Canada Company provides goods and services to people with disabilities can do so by phone, email, live chat or send correspondence by mail. All feedback will be responded to in a timely manner. Complaints will be addressed according to General Motors of Canada's regular complaint management procedures. Upon request, General Motors Canada Company shall provide a copy describing its feedback process to any person.
- Existing processes for receiving and responding to feedback are accessible to persons with disabilities by various formats and communication supports, available upon request and in a timely manner.
- Required legislative compliance: January 1, 2012
- Implementation timeframe: May 2011 to January 1, 2012
- Completion date: January 1, 2012 / October 31, 2017

PUBLIC SPACES HAVE ACCESSIBLE ELEMENTS IN PLACE

- GM of Canada Company will ensure all public spaces will have accessible elements in place as per AODA requirements.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will:
 - Ensure procedures are in place for preventative and emergency maintenance of accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.
- Required legislative compliance: January 1, 2017
- Implementation timeframe: January 1, 2017
- Completion date: January 1, 2017

INTEGRATED ACCESSIBILITY STANDARDS

GENERAL

TRAINING

- Commitment:
 - General Motors of Canada Company is committed to implementing a process to ensure that all employees, volunteers, all other persons who provide goods, services or facilities on General Motors of Canada Company's behalf, and persons participating in the development and approval of General Motors of Canada Company's policies, are provided with appropriate training on the requirements of the Integrated Accessibility Standards Regulation (IASR) and on the Ontario Human Rights Code as it pertains to persons with disabilities, and are provided with such training as soon as practicable.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company has established an internal committee to ensure that the following actions will take place:
 - Develop appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to persons with disabilities,
 - Provide training as soon as practicable to all employees, volunteers, all other persons who provide goods, services or facilities on General Motors of Canada Company's behalf, and persons participating in the development and approval of General Motors of Canada Company's policies;



- A record of the training provided, including the dates and the number of individuals to whom it was provided is kept and maintained;
 - Training is provided on any changes to the prescribed policies on an ongoing basis.
- Required legislative compliance: January 1, 2015
- Implementation timeframe: May 2013 to January 1, 2015
- Completion date: January 1 2015

INFORMATION AND COMMUNICATION STANDARDS

- Commitment:
 - General Motors of Canada Company is committed to making company information and communications accessible to persons with disabilities. General Motors of Canada Company will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

EMERGENCY PROCEDURE, PLANS OR PUBLIC SAFETY INFORMATION

- Commitment:
 - General Motors of Canada Company is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities.
- Action Taken:
 - The following measures were implemented by General Motors of Canada Company effective January 1, 2012:
 - Safety and Emergency procedures training prepared by General Motors of Canada Company is required to be reviewed before any individual is authorized access to any facility; General Motors of Canada Company Health and Safety policies include procedures for Emergency Preparedness and Visitors Orientation. These can be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request; video and printed visitor's guides are readily available.
- Required legislative compliance: January 1, 2012
- Implementation timeframe: N/A
- Completion date: Has been a General Motors of Canada Company practice for several years, prior to the required compliance date.

FEEDBACK, ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

- Action taken for Customer Feedback:
 - Existing processes for receiving and responding to feedback are accessible to persons with disabilities by various accessible formats and communication supports, available at the Contact Us section of General Motors of Canada Company's website: other formats are available upon request and in a timely manner.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will:
 - Explore more broadly other assistive technologies for General Motors of Canada Company's internet website, and implement before the required deadline;
 - Provide or arrange for the provision of accessible formats and communication supports, upon request;
 - Consult with the person making the request to determine the suitability of the accessible format or communication support;



- Provide accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
- Notify the public about the availability of accessible formats and communication supports.
- Required legislative compliance:
- Feedback: January 1, 2015,
- Accessible formats & communication supports: January 1, 2016
- Implementation timeframe: January 1, 2010, to January 1, 2016 (as applicable)

ACCESSIBLE WEBSITES AND WEB CONTENT

- GM of Canada Company will ensure all internet websites and web content on those sites under its direct control conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and increasing to Level AA as per the IASR requirements.
- Action taken:
 - Web pages and web content have been optimized for accessibility, according to WCAG 2.0 Level A, for any new web content added after January 1, 2014.
 - New content added after January 1, 2014, will be accessible, as required, according to WCAG 2.0 Level A.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will:
 - Ensure any new web content posted to existing web pages and any significant refresh, after January 1, 2014, will comply with the WCAG 2.0 Level A requirements.
 - Develop new internet sites in accordance with WCAG 2.0 compliance requirements.
 - Web content posted (including word and pdf documents) from January 1, 2012 until December 31, 2013; GM will provide such information in an accessible format, if requested.
 - Optimize all existing internet websites and web content to conform with WCAG 2.0 Level AA by January 1, 2021.

PRODUCERS OF EDUCATIONAL OR TRAINING MATERIAL

- GM of Canada Company will ensure all training resources and materials are compliant with the IASR for the GM Automotive Service Education program offered to GM Dealership network employees.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will:
 - Upon request, provide accessible or conversion ready versions of the printed materials supplied to institutions for the GM Automotive Service Education Program.
- Required legislative compliance: January 1, 2020
- Implementation timeframe: January 1, 2014 – January 1, 2020
- Completion date: January 1, 2020



EMPLOYMENT STANDARDS

RECRUITMENT

- Commitment:
 - General Motors of Canada Company is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will do the following:

Recruitment General

- General Motors of Canada Company will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This will include:
 - A review and, as necessary, modification of existing recruitment policies, procedures and processes;
 - Specify that accommodation is available for applicants with disabilities, on General Motors of Canada Company's website and on job postings;
 - Work with suppliers to ensure external Web pages are compliant with the Information and Communication Standards under the IASR's requirements.

Recruitment, Assessment and Selection

- General Motors of Canada Company 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. This will include:
 - A review and, as necessary, modification of existing recruitment policies, procedures and processes;
 - Inclusion of availability of accommodation as part of the notice when scheduling an interview and/or assessment;
 - Where a selected applicant requests an accommodation, General Motors of Canada Company will consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

- When making offers of employment, General Motors of Canada Company will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:
 - A review and, as necessary, modification of existing recruitment policies, procedures and processes;
 - Inclusion of notification of General Motors of Canada Company's policies on accommodating employees with disabilities in offer of employment letters.
- Required legislative compliance: January 1, 2016
- Implementation timeframe: May 2013 to January 1, 2016
- Completion date: January 1 2016

INFORMING EMPLOYEES OF SUPPORTS

- In accordance with the IASR, General Motors of Canada Company will inform all employees of policies that support 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 a disability. This will include:



- Informing current employees and new hires of General Motors of Canada Company's policies supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's needs due to disability;
- Incorporate the supporting policies as part of the Orientation for new employees that will be provided to employees as soon as practicable after they begin their employment;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, General Motors of Canada Company will provide or arrange for provision of suitable accessible formats and communications supports for:
 - Information that is needed in order to perform the employee's job;
 - Information that is generally available to employees in the workplace.
- In meeting the obligations to provide the information that is set out in the paragraph above, General Motors of Canada Company will consult with the requesting employee in determining the suitability of an accessible format or communication support.
- Required legislative compliance: January 1, 2016
- Implementation timeframe: May 2013 to January 1, 2016
- Completion date: January 1 2016

WORKPLACE EMERGENCY RESPONSE INFORMATION

- Commitment:
 - Where General Motors of Canada Company is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.
- Action Taken:
 - The following measures were implemented by General Motors of Canada Company effective January 1, 2012:
 - Individualized workplace emergency response information procedures have been developed for employees with disabilities, where necessary;
 - Workplace Emergency Response Information forms have been prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities;
 - Where required, General Motors of Canada Company provides assistance to specific disabled employees, with the disabled employees' prior consent, to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance have been set out in individualized emergency plans for the employees;
 - These individualized emergency plans have been communicated to the employees' respective managers and Safety personnel, on an 'as needed' basis;
 - Additionally, Emergency Response Coordinators are trained to manage and assist any disabled employees in their area of responsibility, and when required assistive devices are available.
 - On an ongoing and regular basis, and as per the applicable terms of the IASR, General Motors of Canada Company will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.
- Required legislative compliance: January 1, 2012
- Implementation timeframe: May 2011 to January 1, 2012
- Completion date: January 1, 2012



DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS/RETURN TO WORK PROCESS

- Commitment:
 - General Motors of Canada Company will ensure that corporate policies surrounding accommodation and return to work are followed, documented and in compliance with the requirements of the IASR.
- Planned Action:
 - General Motors of Canada Company's existing policies include steps that General Motors of Canada Company will take to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.
 - General Motors of Canada Company will review, assess and standardize across all locations the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.
- General Motors of Canada Company will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:
 - Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan;
 - Include in the process the means by which the employee is assessed on an individual basis;
 - Include in the process the manner in which General Motors of Canada Company or the bargaining agent can request an evaluation by an outside medical or other expert, at General Motors of Canada Company's expense, to assist General Motors of Canada Company in determining if and how accommodation can be achieved;
 - Include in the process the manner in which the employee can request participation of a representative from his or her bargaining agent where an employee is in the bargaining unit, or the participation of another representative from the workplace where an employee is not in the bargaining unit;
 - Steps are in place to protect the privacy of the employee's personal information;
 - Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
 - Provide the employee with the reasons for the denial if an individual accommodation plan is denied;
 - Include in the process the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- If individual accommodation plans are established, ensure that they include:
 - Individualized workplace emergency response information that is required;
 - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - Information that is needed in order to perform the employee's job;
 - Information that is generally available to employees in the workplace.
 - Identify any other accommodation that is to be provided to the employee.
- General Motors of Canada Company will ensure that the return to work process as set out in its existing policies outlines the steps General Motors of Canada Company will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.
- Required Legislative compliance: January 1, 2016



- Implementation timeframe: May 2013 to January 1, 2016
- Completion date: January 1 2016

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND REDEPLOYMENT

- Commitment:
 - General Motors of Canada Company will 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;
 - When providing career development and advancement to its employees with disabilities;
 - When redeploying employees with disabilities.
- Planned Action:
 - In accordance with the IASR, General Motors of Canada Company will:
 - Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR;
 - Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management tools;
 - Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings;
 - Take into account the accessibility needs of employees with disabilities when redeploying employees, including review and, as necessary, modification of employee transfer checklist.
- Required legislative compliance: January 1, 2016
- Implementation timeframe: May 2013 to January 1, 2016
- Completion date: January 1 2016

This document is available in accessible formats upon request