



Multi-Year Accessibility Plan

Effective: January 1, 2020 to December 31, 2024

Last reviewed: March 16, 2020

About the Multi-Year Accessibility Plan

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), this plan has been prepared in order to identify, prevent, and remove any barriers to accessibility at Bonfire Interactive Ltd. (hereby referred to as Bonfire). The plan will continuously report on the steps taken to meet the goals set out by Bonfire to meet the standards outlined in AODA and to be updated as a **living document**.

Bonfire Statement of Commitment

At Bonfire, we are advocates of equal opportunity, seeking to promote inclusivity across our company and beyond. Bonfire strives to create an accessible and inclusive work environment where everyone is treated with respect and dignity by establishing a barrier-free workplace that complies with and upholds AODA and the associated regulations. Bonfire is committed to the integration of accessibility legislation with our policies, procedures, programs, and training, to be reviewed as practices, procedures, or regulations change.

Please see our AODA - Integrated Accessibility Standards Regulation (IASR) Employment Policy for definitions and further details regarding Bonfire’s compliance to these principles.

For any inquiries or requests regarding accessibility at Bonfire, please email accessibility@gobonfire.com or call our office at +1 800-354-8010. Upon request, appropriate accessible formats or arrangements will be provided as soon as practicable.

Policies

All documents related to AODA are available upon request. Appropriate accessibility formats may be arranged for or provided for persons with disabilities. Bonfire’s AODA and Customer Service policies are available publicly, from our Accessibility Webpage.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

AODA’s objective is to promote and implement accessibility in areas including customer service, communication, and employment to improve opportunities for persons with disabilities, the standards acting for persons with disabilities’ involvement in the identification, removal, and prevention of barriers.

In order to achieve an accessible Ontario on or before January 1, 2025, mandatory and enforceable standards will be implemented, summarized in the table below.

Overview of AODA and IARS

Standard	Requirements	Compliance Due
General	1. Create and maintain accessibility policies and a multi-year plan that describes how the organization will achieve compliance	January 2014
	2. Train all employees on the Integrated Accessibility Standard and Ontario Human Rights Code	January 2015
Customer Service Standard	1. Implement policies, practices, procedures governing Bonfire’s provision of goods or services to persons with disabilities; ensure available in accessible formats	January 2012
	2. Train all employees on accessible customer service and keep written record	January 2012
Information & Communications Standard <i>Promote inclusive design of information and communications platforms</i>	1. Make a website accessible, Level A	January 2014
	2. Make websites accessible, Level AA	January 2021
Employment Standard <i>Engage in the proactive identification, removal and prevention of barriers to employment of persons with disabilities</i>	1. Ensure practices consider accessibility issues in workplace recruitment, accommodation, performance management, training, candidate development, and return-to-work processes	January 2016

Legend

Status	Definition
Not started	The project has not been started and the requirement has not yet been met, with time before the due date.
In progress	The project has been started and is on track to meet the deadline.
Complete	The project to meet or exceed the requirement has been completed.
Ongoing	The framework to address the item has been established and is part of our ongoing processes as we continue to meet the AODA requirement.
Off-track	The requirement has not yet been met and is behind schedule or beyond due date.

Section of Act	Description of Act	Bonfire's Action	Owner	Due Date	Status
Other	N/A	Established Advisory Committee to oversee compliance with AODA and further accessibility initiatives	People	Feb 28 2020	Complete
Accessibility laws	Complete accessibility compliance report 2020	To be prepared and filed this year.	People	Dec 31 2020	Not started
Accessibility laws	Complete accessibility compliance report 2023	Preparations beginning in 2023.	People	Dec 31 2023	Not started

Section of Act	Description of Act	Bonfire's Action	Owner	Due Date	Status
3. Establishing Accessibility Policies	Develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements	AODA and IASR policy developed and continuously reviewed to be in compliance with the standards.	People	Jan 1 2014	Complete
3. Establishing Accessibility Policies	Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies	Statement published alongside multi-year plan, available on accessibility page of website and included with policies.	People	Jan 1 2014	Complete
3. Establishing Accessibility Policies	a. Prepare one or more written documents describing its policies	AODA policy has been written and documented; included with our corporate policies.	People	Jan 1 2014	Complete
3. Establishing Accessibility Policies	b. Make the documents publicly available and provide them in an accessible format upon request	Policies available on Bonfire website's accessibility page in addition to corporate policies available on internal HRIS.	Marketing	Jan 1 2014	Complete
4. Accessibility Plans	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	Multi-year plan created, to be updated as a living document.	People	Jan 1 2014	Complete
4. Accessibility Plans	b. Post the accessibility plan on website and provide the plan in an accessible format upon request	Multi-year plan is live.	Marketing	Jan 1 2014	Complete
4. Accessibility Plans	c. Review and update the accessibility plan at least once every five years	To be reviewed in 2025.	People	Jan 1 2025	Not started
6. Self-service Kiosks	Have regard to the accessibility for persons with disabilities when designing, procuring, or acquiring self-service kiosks	Kiosk used for guests to enter Bonfire office - Accessibility options in review to continuously improve accessibility of our kiosk.	IT	Jan 1 2015	In progress
7. Training	Ensure that training is provided on the requirements of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities, to the appropriate parties.	All employees of Bonfire receive online training of AODA and the human rights code.	People	Jan 1 2015	Complete
7. Training	Training on the requirements of the accessibility standards and on the Human Rights Code shall be appropriate to the duties of the employees volunteers, and other persons.	Bonfire provides full scope training of AODA and human rights code so it is applicable to all roles.	People	Jan 1 2015	Complete
7. Training	Every person referred to in subsection (1) to be trained as soon as practicable	Training is to be completed by employees within two weeks of their start date.	People	Jan 1 2015	Complete
7. Training	Provide training in respect of any changes to the policies described in section 3 on an ongoing basis	Our training tools are up to date and reviewed on an ongoing basis, as changes to policy and legislation arise.	People	Jan 1 2015	Ongoing
7. Training	Keep a record of the training provided under this section.	Records of employee training are maintained online through our training service provider.	People	Jan 1 2015	Complete

Section of Act	Description of Act	Bonfire's Action	Owner	Due Date	Status
11. Feedback	Feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request	Feedback process developed, outlined on Accessibility webpage and in Customer Service policy	People/ Marketing	Jan 1 2015	Complete
11. Feedback	Notify the public about the availability of accessible formats and communication supports	The accessibility page on our website states the availability of accessible formats and communication supports upon request.	Marketing	Jan 1 2015	Complete
12. Accessible Formats and Communication Supports	Provide or arrange for the provision of accessible formats and supports for persons with disabilities, -in a timely manner that takes into account the person's accessibility needs due to disability; and -at a cost that is no more than the regular cost charged to other persons	Upon request, the People team will arrange for the provision of these formats in a timely manner and at no additional cost.	People	Jan 1 2016	Ongoing
12. Accessible Formats and Communication Supports	Consult with the person making the request in determining the suitability of an accessible format or communication support	A line of communication will be maintained with the requester (methods TBD on a case-by-case basis) for continuous consultation.	People	Jan 1 2016	Ongoing
12. Accessible Formats and Communication Supports	(3) Notify the public about the availability of accessible formats and communication supports	The accessibility page on our website states the availability of accessible formats and communication supports upon request.	Marketing	Jan 1 2016	Complete
14. Accessible Websites and Web Content	(1) Make internet and intranet websites and web content conform with the WCAG 2.0 Level AA	Going forward, all new web content will be in compliance with WCAG 2.0 Level AA and efforts will be made to make old web content conform to at least WCAG 2.0 Level A.	Marketing/ Engineering	Jan 1 2021	In progress

Section of Act	Description of Act	Bonfire's Action	Owner	Due Date	Status
22. Recruitment, General	Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process	This is stated in every job posting and at the bottom of our careers page, as well as in our corporate policies.	People	Jan 1 2016	Complete
23. Recruitment, Assessment, or Selection Process	During a recruitment process, 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	Statement of availability of accommodations upon request will be worked into templates used for inviting candidates for interviews and assigning assessments.	People	Jan 1 2016	Complete
	If a selected applicant requests an accommodation, 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	A line of communication will be maintained with the requester (methods TBD on a case-by-case basis) for ongoing consultation.	People	Jan 1 2016	Ongoing
24. Notice to Successful Applicants	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Successful candidates receive our policies with their onboarding packet.	People	Jan 1 2016	Complete
25. Informing Employees of Supports	Inform employees of policies used to support employees with disabilities	Policies are shared directly with employees, accessible at any time to employees through our HRIS.	People	Jan 1 2016	Complete
25. Informing Employees of Supports	Provide the information required under this section to new employees as soon as practicable after they begin their employment	The policies are sent as part of our onboarding packet, before incumbents' start dates.	People	Jan 1 2016	Complete
25. Informing Employees of Supports	Provide updated information to 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	Policies are reviewed annually to ensure they are up to date and in conformance with AODA/IASR.	People	Jan 1 2016	Ongoing
26. Accessible formats and communication supports for employees	Where an employee with a disability so requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for -information that is needed in order to perform the employee's job; and -information that is generally available to employees in the workplace	<u>Lines of communication with an employee requesting accommodation will be maintained to ensure that an employee requiring accommodation has the resources they require in the format which best suits their circumstance.</u> <u>Our accessibility email is always open for new requests, feedback, or anything else regarding accessibility.</u>	People	Jan 1 2016	Ongoing
27. Workplace Emergency Response Information	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	When needed, individualized workplace emergency plans will be created.	Health & Safety Committee	Jan 1 2012	Ongoing
27. Workplace Emergency Response Information	If an employee who received individualized workplace emergency response information requires assistance and consents, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	On a case-by-case basis, information about an employee's individualized workplace emergency response plan will be shared with a designated person who will assist the employee in case of an emergency, with the consent of the employee.	Health & Safety Committee	Jan 1 2012	Ongoing
27. Workplace Emergency Response Information	Provide the information required under this section as soon as practicable after becoming aware of the need for accommodation	The information will be provided as soon as practicable after becoming aware of the need for accommodation.	Health & Safety Committee	Jan 1 2012	Ongoing
27. Workplace Emergency Response Information	Review the individualized workplace emergency response information as required by the standard.	Bonfire will review these plans should the employee be relocated or a review of the general emergency plan is being conducted .	Health & Safety Committee	Jan 1 2012	Ongoing
28. Documented Individual Accommodation Plans	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Process in review.	People	Jan 1 2016	Off-track (in progress)
29. Return to Work Process	a. 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 accommodations in order to return to work; b. Use documented individual accommodation plans as part of the process		People	Jan 1 2016	Complete
30. Performance Management	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using the performance management process in respect of employees with disabilities	Performance management processes will take into account the needs of employees with disabilities requesting accommodation.	People & Managers	Jan 1 2016	Ongoing
31. Career Development and Advancement	Take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities	The needs of employees with disabilities requesting accommodation will be taken into account when providing career development and advancement opportunities.	People & Managers	Jan 1 2016	Ongoing

Section of Act	Description of Act	Bonfire's Action	Owner	Due Date	Status
3. Establishment of Policies, Practices, and Procedures	<p>Establish policies, practices, and procedures governing the provision of goods or services to persons with disabilities</p> <p>(2) Use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the listed principles</p> <p>(3) Policies must deal with the use of assistive devices by persons with disabilities to obtain, use, or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so</p>		People	Jan 1 2012	Complete
3. Establishment of Policies, Practices, and Procedures	The manner of communicating with a person with a disability will take into account that person's disability	Bonfire will ensure that a person's disability will be accounted for when determining the best way to communicate with them.	People	Jan 1 2012	Ongoing
3. Establishment of Policies, Practices, and Procedures	Prepare one or more documents describing the policies, practices, and procedures and, upon request, give a copy of a document to any person		People	Jan 1 2012	Complete
6. Training for Staff, etc.	Ensure the appropriate persons receive training about the provision of Bonfire's goods and services to persons with disabilities	All employees of Bonfire receive online AODA Customer Service training.	People	Jan 1 2012	Complete
6. Training for Staff, etc.	The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the indicated matters	Bonfire provides full scope training of the elements required by the Customer Service Standard.	People	Jan 1 2012	Complete
6. Training for Staff, etc.	Provide training to each person as soon as practicable after they are assigned the applicable duties	Training is to be completed by employees within two weeks of their start date.	People	Jan 1 2012	Complete
6. Training for Staff, etc.	Provide training on an ongoing basis in connection with changes to the policies, practices, and procedures governing the provision of goods or services to persons with disabilities	Our training tools are up to date and reviewed on an ongoing basis, as changes to policy and legislation arise.	People	Jan 1 2012	Ongoing
6. Training for Staff, etc.	Prepare a document describing Bonfire's training policy, including a summary of the contents of the training and details of when the training is provided		People	Jan 1 2012	Complete
6. Training for Staff, etc.	Keep records of training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided	Records of employee training are maintained online through our training service provider.	People	Jan 1 2012	Ongoing
7. Feedback Process for Providers of Goods or Services	<p>Establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public</p> <p>(2) Must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise</p> <p>(3) Must specify the actions that Bonfire is required to take if a complaint is received</p>		People & Marketing	Jan 1 2012	Complete
	Prepare a document describing Bonfire's feedback process and, upon request, give a copy of the document to any person		People	Jan 1 2012	Complete
8. Notice of Availability of Documents	Notify persons to whom Bonfire provides goods or services that the documents required by this Regulation are available upon request	On our accessibility page and in our AODA policies, the public notified that the documents required by these standards are available upon request.	Marketing	Jan 1 2012	Complete
9. Format of Documents	If required by this Regulation to give a copy of a document to a person with a disability, give the person the document or information in a format that takes into account the person's disability.	Upon request, documents will be provided in appropriate formats, as necessary.	Multiple	Jan 1 2012	Ongoing