



Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan

This plan has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and its associated regulations, the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

Pursuant to section 4 of the *Integrated Accessibility Standards*, we are required to have in place a multi-year accessibility plan. A multi-year accessibility plan is a plan that describes the specific short- term and long-term actions that we will take to meet our obligations under the *Integrated Accessibility Standards*. This plan covers both the actions our organization will take under the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

The multi-year accessibility plan will be reviewed and updated at least once every five years, will be posted on our website, and will be provided in an accessible format upon request.

2020 MULTI-YEAR ACCESSIBILITY PLAN

Created: January, 2020

Current Revision Date: January 2024

Compliance Area	Action	Status
	Action Items Prior to 2020	
Accessibility Policy	Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements set out in the AODA and its regulations, including a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed: 2012 Updated: 2013 2016
Training – AODA and Customer Service Standard	Train employees, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization’s behalf and any individual who is involved in the preparation of the organization’s policies and plans regarding the requirements of the AODA and Accessibility Standards for Customer Service.	Completed: 2012 Updated: 2013 2016
Assistive Devices	Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization’s premises.	Completed: 2012 Updated: 2013 2016
Guide Dogs, Other Service Animals & Support Persons	Ensure that guide dogs, other service animals, and support persons are able to enter the organization’s premises to accompany a person with a disability.	Completed: 2012 Updated:



**Accessibility for Ontarians with Disabilities
Multi-Year Accessibility Plan**

Compliance Area	Action	Status
		2013 2016
Notice of Temporary Disruptions in Service	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization's goods or services is posted.	Completed: 2012 Updated: 2013 2016
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade, and Employment.	Completed 2012
Accessible Website	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	Completed 2012
Feedback	Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. Notify the public about the availability of accessible formats and communications.	Completed 2012
Individualized Workplace Emergency Response Information	Ensure employees with disabilities are provided with individualized workplace emergency response information, to be set out in the organization's individualized emergency response information form.	Completed 2012
Emergency Procedure, Plans or Public Safety Information	Emergency procedures, plans, and public safety information prepared by the organization and made available to the public will be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Completed 2012
	2020 Action Items	
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry for Seniors and Accessibility.	Completed
Accessible Formats & Communication Supports	Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	Completed
Employment Standard – Informing Employees of Supports	Notify successful job applicants and employees that accommodations for employees with disabilities are available in the recruitment, assessment, and selection process. Successful job applicants are informed of policies used to support employees with disabilities.	Completed
Employment Standard – Information &	Provide employees with information needed to perform a job and information that is generally available in the workplace in an accessible format or with the	Completed

**Accessibility for Ontarians with Disabilities
Multi-Year Accessibility Plan**

Compliance Area	Action	Status
Communication Supports for Employees	appropriate communication support.	
Employment Standard – Documented Individual Accommodation Plans	Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in the organization's documented individual accommodation plan form.	Completed
Employment Standard – Return to Work Process	Ensure that a return to work process for employees with disabilities is in place; to be set out in the organization's return to work plan form.	Completed
Employment Standard – Performance Management, Career Development & Advancement, and Redeployment	Ensure that the process for Performance Management, Career Development and Advancement and Redeployment includes the Individual Accommodation Process and accessibility needs for employees with disabilities.	Completed
Employment Standard – Individual Accommodation Plans Documented	Prepare documented individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. To be set out in the company's documented Individual Accommodation Plan form.	Completed
Employment Standard – Recruiting and hiring	Ensure that the organization recruits, promotes and selects the best qualified talent on the basis of relevant merits and abilities by providing accommodation to candidates with disabilities. Accommodation provisions to be set out in each stage of the recruitment process ensuring accessible formats or communication supports.	Completed
	2021 Action items	
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Seniors and Accessibility.	Completed
Training	Ensure any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in the AODA, Human Rights Code and <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	Completed as necessary
Accessibility Plan	Develop a multi-year accessibility plan that takes into consideration all of the legislative requirements made under the AODA.	January 2021
Accessible Website	Ensure that the organization's website and web Content	



**Accessibility for Ontarians with Disabilities
Multi-Year Accessibility Plan**

Compliance Area	Action	Status
	conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	Completed
	2024- 2026 Action items	
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Seniors and Accessibility.	Completed
Training	<p>Ensure any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in the AODA, Human Rights Code and <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i>.</p> <p>Continue to record and track employee learning and development activities specifically related to AODA and accessibility requirements.</p> <p>Ensure that all training, activities, course materials and learning approaches are developed and delivered in accessible formats.</p>	Ongoing
Accessibility Plan	Develop a multi-year accessibility plan that takes into consideration all of the legislative requirements made under the AODA.	Ongoing