

POLICY STATEMENT

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.

2012-2018 MULTI-YEAR ACCESSIBILITY PLAN

Created: January 2014

Current Revision Date: December 2014

Compliance Area	Action Item	Status
2012 Action Items		
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 and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed
Individualized Workplace Emergency Response Information	Ensure that 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
Emergency Procedure, Plans or Public Safety Information	Emergency procedures, plans and public safety information that are 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

Training – Customer Service	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 <i>AODA</i> and the <i>Accessibility Standards for Customer Service</i> .	Completed
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
Guide Dogs, Other Service Animals and 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
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
Accessible Feedback Process	Ensure that the organization’s feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade and Employment.	Completed
Compliance Area	Action Item	Status
2014 Action Items		
Accessibility Plan	Establish, implement and maintain a multi-year accessibility plan outlining the organization’s strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the <i>AODA</i> and its regulations.	Completed
Accessibility Policy	Develop, implement and maintain policies governing how the organization will achieve accessibility through meeting the requirements set out in the <i>AODA</i> and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed

Self-Service Kiosks	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.	Ongoing
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
Feedback	Ensure that 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
Training – Integrated Accessibility Standards	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 the <i>Integrated Accessibility Standards</i> .	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade and Employment.	Completed
Compliance Area	Action Item	Completion Date
2015 Action Items		
Accessible Formats and Communication Supports	Ensure that the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	January 1, 2016
Employment Standard - Informing Employees of Supports	Notify successful job applicants and employees that accommodations for employees with disabilities are available in the recruitment process.	January 1, 2016
Employment Standard - Information and Communication Supports for Employees	Provide employees with information that is needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.	January 1, 2016

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.	January 1, 2016
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.	January 1, 2016
Employment Standard - Performance Management, Career Development and Redeployment	Ensure that performance management processes, career development and redeployment opportunities take an employee's accessibility needs due to disability into account.	January 1, 2016
Compliance Area	Action Item	Completion Date and Additional Comments
2015 Action Items		
Training	Ensure that any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
2016 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.	To be completed as necessary.
Training	Ensure that any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
Built Environment Standards	Comply with the Built Environment Standards when undertaking new construction and redevelopment of public spaces.	January 1, 2017

2017 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.	To be completed as necessary.
Training	Ensure that any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
Compliance Area	Action Item	Completion Date and Additional Comments
2018 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade and Employment.	To be completed as necessary.
Training	Ensure that any new employees, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
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 AA.	January 1, 2021
Future Plan	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	January 1, 2019