

## 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.

## 2012-2023 MULTI-YEAR ACCESSIBILITY PLAN

**Created:** January, 2014

**Current Revision Date:** November 2022

Compliance Area	Action Item	Status
<b>2012 Action Items</b>		
<b>Accessibility Policy</b>	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
<b>Individualized Workplace Emergency Response Information</b>	Ensure team members with disabilities are provided with individualized workplace emergency response information, to be set out in the organization’s individualized emergency response information form.	Completed
<b>Emergency Procedure, Plans or Public Safety Information</b>	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
<b>Training – Customer Service</b>	Train team members, 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
<b>Assistive Devices</b>	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

Compliance Area	Action Item	Status
<b>Guide Dogs, Other Service Animals &amp; Support Persons</b>	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
<b>Notice of Temporary Disruptions in Service</b>	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
<b>Accessible Feedback Process</b>	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
<b>Accessibility Compliance Report</b>	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade, and Employment.	Completed
2014 Action Items		
<b>Accessibility Plan</b>	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 AODA and its regulations.	Completed
<b>Accessibility Policy</b>	Develop, implement, and maintain policies governing how the organization 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
<b>Self-Service Kiosks</b>	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.	Ongoing
<b>Accessible Website</b>	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
<b>Feedback</b>	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
<b>Training – Integrated Accessibility Standards</b>	Train team members, 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 Integrated Accessibility Standards.	Completed
<b>Accessibility Compliance Report</b>	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade & Employment.	Completed

2015 Action Items		
<b>Accessible Formats &amp; Communication Supports</b>	Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	Completed
<b>Employment Standard – Informing Team Members of Supports</b>	Notify successful job applicants and team members that accommodations for team members with disabilities are available in the recruitment, assessment, and selection process. Successful job applicants are informed of policies used to support team members with disabilities.	Completed
<b>Employment Standard - Information &amp; Communication Supports for Team members</b>	Provide team members with information needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.	Completed
<b>Employment Standard – Documented Individual Accommodation Plans</b>	Prepare documented individual accommodation plans for team members with disabilities setting out how the team member will be accommodated. To be set out in the organization’s documented individual accommodation plan form.	Completed
<b>Employment Standard – Return to Work Process</b>	Ensure that a return to work process for team members with disabilities is in place; to be set out in the organization’s return to work plan form.	Completed
<b>Employment Standard – Performance Management, Career Development &amp; Advancement, and Redeployment</b>	Ensure that the process for Performance Management, Career Development and Advancement and Redeployment includes the Individual Accommodation Process and accessibility needs for team members with disabilities.	Completed
<b>Training</b>	Ensure that any new team members, 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> .	Completed as necessary

2016 Action Items		
<b>Training</b>	Ensure any new team members, 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> .	Completed as necessary
<b>Built Environment Standards</b>	Comply with the Built Environment Standards when undertaking new construction and/or redevelopment of public spaces.	Completed
<b>Built Environment Standards</b>	Develop procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.	Completed
2017 Action Items		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development Trade and Employment.	Completed
<b>Training</b>	Ensure that any new team members, 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> .	Completed as necessary
2018 Action Items		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
<b>Training</b>	Ensure any new team members, 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> .	Completed as necessary
<b>Future Plan</b>	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	Completed
<b>Accessible Website</b>	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

2019 Action Items		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
<b>Training</b>	Ensure any new team members, 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</i>	Completed as necessary
<b>Future Plan</b>	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	December 2020
<b>Accessible Website</b>	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
2020 Action Items		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
<b>Training</b>	Ensure any new team members, 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</i>	Completed as necessary
<b>Future Plan</b>	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	December 2021
<b>Accessible Website</b>	Ensure that the organization's website and web Content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	Completed
2021 Action Items		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
<b>Training</b>	Ensure any new team members, 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</i>	Completed as necessary

<b>Future Plan</b>	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 2022
<b>2022 Action Items</b>		
<b>Accessibility Compliance Report</b>	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
<b>Training</b>	Ensure any new team members, 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</i>	Completed as necessary
<b>Future Plan</b>	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 2023