

POLICY STATEMENT

The multi-year accessibility 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.

2012-2026 MULTI-YEAR ACCESSIBILITY PLAN

Created: January, 2014

Current Revision Date: October 2025

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, including a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed
Individualized Workplace Emergency Response Information	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
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
Training – Customer Service	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

Compliance Area	Action Item	Status
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 & 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
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 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

Compliance Area	Action Item	Status
Training – Integrated Accessibility Standards	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
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade & Employment.	Completed

2015 Action Items		
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 Team Members of Supports	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
Employment Standard - Information & Communication Supports for Team members	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
Employment Standard – Documented Individual Accommodation Plans	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
Employment Standard – Return to Work Process	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
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 team members with disabilities.	Completed
Training	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		
Training	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
Built Environment Standards	Comply with the Built Environment Standards when undertaking new construction and/or redevelopment of public spaces.	Completed
Built Environment Standards	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		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development Trade and Employment. Deadline - December 31, 2017	Completed
Training	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		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
Training	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
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> .	Completed
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

2019 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
Training	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
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> .	December 2020
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
2020 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment. Deadline – December 31, 2020	Completed
Training	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
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> .	December 2021
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.	Completed
2021 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment. Deadline - June 30, 2021	Completed

Training	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
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 2022
2022 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed
Training	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
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 2023
2023 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment. Deadline - December 31, 2023	Completed
Training	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
Future Plan	Develop a multi-year accessibility plan for 2019-2024 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	January 2023
2024 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	Completed

Training	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
Future Plan	Develop a multi-year accessibility plan for 2019-2025 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	January 2024
2025 Action Items		
Training	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
Future Plan	Develop a multi-year accessibility plan for 2019-2026 that takes into consideration all of the legislative requirements made under the <i>AODA</i> .	January 2025
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment. Deadline - December 31, 2026	Pending