

Multi Year Accessibility Plan

AODA Integrated Accessibility Standard Regulation	Requirements	Timeline	Accountability	Status
Customer Service	All requirements: documented training of all staff, use of service animals and support persons, notice of temporary disruption, accessible customer service policies.	January 2012	CEO, HR, Senior Management Team	Completed
General Requirements	Training relevant staff, on aspects of the AODA and Ontario Human Rights Code	January 2014		Completed
Training	Training of employees related to all standards	January 2015		Completed
	Update orientation			Completed
	Create hand-outs/fact sheet – Intranet			Completed
	Training re: policies	January 2016		Completed
	New Hiring Package inclusion			Completed
	Making information accessible to employees			Completed
Employment	Individualized emergency response plans	January 2012		Completed
	Develop and post Accessibility Plan (Multi-year)	January 2014		Completed
	Method for receiving and responding to feedback accessible when requested	January 2015	Completed	
	Develop accommodation plans for employees	January 2016	Completed	
	Help employees with disabilities return to work		Completed	
	Recruitment		Completed	
	Make performance management, career development and job changes accessible to employees with disabilities		Completed	
	Emergency information available in accessible formats	January 2012	Completed	
Information & Communication	Accessible websites and web content – new public websites, websites undergoing a significant refresh and web content must conform to WCAG 2.0 Level A	January 2014	IT, Communications, HR	Completed
	Feedback – be able to receive and respond to customer information in accessible formats	January 2015		Completed
	Accessible formats and communication supports available on request, such as announcements, email, brochures, menus, meetings	January 2016		Completed
	Accessible websites and web content WCAG 2.0 Level AA	January 2021		Ongoing
Reporting	File Accessibility Report	December 2014	HR	Completed
	File Accessibility Report	December 2016		Completed
	File Accessibility Report	December 2018		