

Multi-Year Accessibility Plan

AODA Integrated Accessibility Standard Regulation	Requirements	Timeline
Customer Service	<ul style="list-style-type: none"> Implementing a policy outlining our commitment to accessibility for clients which includes: documented training of all staff, use of service animals and support persons, notice of temporary disruption, accessible customer service policies. 	January 2012
General Requirements	<ul style="list-style-type: none"> Training staff on AODA and Ontario Human Rights Code 	January 2014
Training	<ul style="list-style-type: none"> Training of employees related to all standards Update orientation content Create hand-outs/fact sheet – Intranet 	January 2015
	<ul style="list-style-type: none"> Training re: policies New Hiring Package inclusion Making information accessible to employees 	January 2016
Employment	<ul style="list-style-type: none"> Individualized emergency response plans 	January 2012
	<ul style="list-style-type: none"> Develop and post Multi- Year Accessibility Plan 	January 2014
	<ul style="list-style-type: none"> Method for receiving and responding to feedback accessible when requested 	January 2015
	<ul style="list-style-type: none"> Develop accommodation plans for employees Help employees with disabilities return to work Ensure an inclusive employment process for recruitment Make performance management, career development and job changes accessible to employees with disabilities 	January 2016
	<ul style="list-style-type: none"> Emergency information available in accessible formats 	January 2012
Information & Communication	<ul style="list-style-type: none"> Ensure internet website and web content conform to Level A World Wide Web Consortium Content Accessibility Guidelines (WCAG 2.0) 	Ongoing
	<ul style="list-style-type: none"> Feedback – be able to receive and respond to customer information in accessible formats 	January 2015
	<ul style="list-style-type: none"> Accessible formats and communication for the public, available on request, and in a timely manner for such requests as announcements, emails, brochures, meetings, etc. 	January 2016
	<ul style="list-style-type: none"> Conformation to WCAG 2.0 Level AA with an accessible websites and web content 	January 2021
Reporting	File Accessibility Report	December 2014
	File Accessibility Report	December 2016
	File Accessibility Report	December 2018