



MULTI-YEAR ACCESSIBILITY PLAN

The company has created a comprehensive 5-Year Accessibility Plan in alignment with the Accessibility for Ontarians with Disabilities Act (AODA). These clear goals are set with actionable steps to improve accessibility across all areas of the organization. While there are no further changes planned to current public spaces, the company will integrate Accessibility Regulations if performing any future renovations or new builds.

2025: Foundation and Assessment

1. Conduct an Accessibility Audit

- Evaluate current facilities, services, and policies for accessibility.
- Identify areas that need improvement.

2. Develop and Improve Accessibility Policies

- Create or update policies to comply with AODA standards.
- Ensure policies address information, communication, employment, and customer service.

3. Employee Training

- Provide AODA and Ontario Human Rights Code training to all employees required per policy.
- Ensure training covers accessibility policies and procedures.

2026: Implementing Changes

1. Website and Digital Accessibility

- Ensure the organization's website meets WCAG 2.0 Level AA standards.
- Regularly review and update digital content for accessibility.

2. Accessible Information and Communication

- Provide accessible formats and communication supports upon request.
- Develop a process for making information accessible quickly.

2027: Expanding Inclusion

1. Improve Employment Practices

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- Review and enhance recruitment, hiring, and onboarding processes for accessibility.
- Develop accommodations procedures for employees with disabilities.

2. Engage with the Community

- Consult with people with disabilities and accessibility experts.
- Incorporate feedback into ongoing improvements.

3. Develop Accessible Customer Service

- Train staff on how to interact with customers with disabilities.
- Ensure service animals and support persons are accommodated.

2028: Monitoring and Reporting

1. Monitor Progress

- Conduct regular reviews of the accessibility plan and its implementation.
- Use feedback and audit results to make necessary adjustments.

2. Annual Accessibility Report

- Prepare and publish an annual report on accessibility achievements and challenges.
- Share progress with employees, customers, and stakeholders.

3. Continuous Improvement

- Identify new accessibility opportunities and challenges.
- Update the plan based on evolving needs and technologies.

2029: Long-Term Sustainability

1. Sustain Accessibility Initiatives

- Embed accessibility into the organizational culture.
- Ensure ongoing training and awareness programs.

2. Review and Update Policies

- Regularly review and update accessibility policies and procedures.
- Ensure compliance with any new regulations or standards.

3. Future Planning

- Set new accessibility goals for the next 5 years.

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