



## AODA Multi-Year Accessibility Plan

AODA Standard	AODA Requirement	Deadline	Strategy/Activity	Target/Compliance Date	Status
<b>IAS - Customer Service Standard</b>					
Communication	Develop a Customer Service Accessibility Policy	01-Jan-12	Review all requirements and establish a Corporate Customer Service Accessibility Policy	December 1, 2011	Completed
	Develop a process to communicate based on individual needs	01-Jan-12	Review all processes with Op Team, and develop a process.	December 1, 2011	Completed
Service Animals	Develop a policy regarding access for people with service animals	01-Jan-12	Review all processes with Op Team, and develop a process.	December 1, 2011	Completed
Support Persons	Develop a policy , regarding access for people with support persons	01-Jan-12	Review all processes with Op Team, and develop a process.	December 1, 2011	Completed
Notice of Temporary Disruptions	Develop a process for notifying public of any disruption in services	01-Jan-12	Developed a process for both physical posting, and online posting of any disruption in services.	December 1, 2011	Completed
Training	Develop a training process to ensure all existing staff, and any new staff, are trained in all aspects of Customer Service Standards.	01-Jan-12	All existing employees were trained on all aspects of the customer service standard utilizing the training tool, and all new employees are trained as part of their orientation - <a href="http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html">http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html</a>	December 1, 2011	Completed
Feedback	Develop a process for public to provide feedback	01-Jan-12	Develop an online process for feedback, as well as verbal process through the CSU call centre.	December 1, 2011	Completed
Modification to other policies	Review all corporate policies to ensure that they consider persons with disabilities and the customer service standard.	01-Jan-12	Reviewed current practices with Op Team, and include discussion in any future planning sessions.	December 1, 2011	Completed
<b>IAS - General Requirements</b>					
Training	Develop Accessibility Policy	January 1, 2014	Develop, implement company policies to achieve accessibility requirements	September 1, 2013	Completed
	Make Accessibility Policy available online	January 1, 2014	Post Accessibility Policy on the website	September 1, 2013	Completed
	Develop Multi-Year Accessibility Plan	January 1, 2014	Establish multi-year plan	September 1, 2013	Completed
	Make Multi-Year Accessibility Plan posted online	January 1, 2014	Post Multi-Year Accessible Plan on the website	September 1, 2013	Completed
	File Accessibility Policy and Plan	January 1, 2014	File with Access Ontario	September 1, 2013	Completed

Reporting	Train all edge employees/contract workers/volunteers on Human Rights Code	January 1, 2015	Set up training sessions for existing staff, utilizing available OHRC training video. Incorporate HRC training as part of orientation for new employees. <a href="http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act">http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act</a>	September 1, 2014	Completed
	Accessibility Reports to be reviewed, updated, and filed every 3 years	January 1, 2014	File initial report, and develop a process for regular annual review of progress, and updating and filing of report.	January 1, 2015	Completed
<b>IAS - Information and Communication Standard</b>					
Feedback	Develop processes for receiving and responding to feedback	January 1, 2015	Develop an online process for feedback, as well as verbal process through the CSU call centre.	September 1, 2014	Completed
Accessible Formats	Public to be notified of availability of accessible formats and communication supports	January 1, 2015	Develop an online notice that accessible formats and communication supports are available, and how to obtain them.	September 1, 2014	Completed
	Provide/arrange for accessible formats and communication supports in a timely basis, individual needs considered, no cost	January 1, 2016	Develop a process for obtaining accessible formats.	September 1, 2014	Completed
Accessible Website and Web Content	<b>New Public websites and web content on those sites</b> must conform with WWW consortium Web Content Accessibility Guidelines (WCAG) - Level A	January 1, 2014	Work with Website designer to make applicable and appropriate changes to satisfy EDGE Accessibility Policy	January 1, 2014	Completed
	<b>All public websites and web content posted after Jan 1, 2012</b> must conform with WWW consortium Web Content Accessibility Guidelines (WCAG) - Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions)	January 1, 2021	Work with Website designer to make applicable and appropriate changes to satisfy EDGE Accessibility Policy	September 1, 2020	Completed
<b>IAS - Employment Standard</b>					
Recruitment/ Assessment / Selection	Notify applicants that accommodation is available during recruitment, assessment, and selection process and consult and notify of suitable accommodation if applicable.	January 1, 2016	HR Committee to review and develop a process.	September 1, 2015	Completed
Information for Employees	Inform Employees of Accommodation policies, and keep employees updated. Provide job information in accessible formats, or with communication supports as needed.	January 1, 2016	HR Committee to review and develop a process.	September 1, 2015	Completed
Individual Accommodation	Create a written process for developing and documenting individual accommodation plans with employees with disabilities	January 1, 2016	HR Committee to review and develop a process.	September 1, 2015	Completed
	Create individual accommodation plans for any existing employees with disabilities	January 1, 2016	HR Committee to review and develop a accommodation plan.	September 1, 2015	Completed
	Create Return to Work (RTW) processes for employees absent due to disability who require accommodations to return	January 1, 2016	HR Committee to review and develop a process.	September 1, 2015	Completed

Emergency Procedure, plans, public safety information

Provide employees with disabilities with individualized emergency response plans

January 1, 2012

HR Committee to review and develop a process.

December 1, 2011

Completed