

MULTI-YEAR PLAN
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005, Ontario Regulation 191/11
Last Reviewed & Updated, June 2022

Compliance Deadline	Compliance Category	Description Integrated Standard Section	Action Taken Implementation Status	Compliance Date
SECTION 1 GENERAL REQUIREMENTS				
1-Jan-12	Establishment of Accessibility Policies	Section 3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation.	Established an AODA Compliance Lead to understand requirements of ISAR Policy and procedure documents created and posted on Access Alliance Internal Shared drive and Website AODA designated section Customer Service and Integrated Standards	Dec 2011
1-Jan-14	Accessibility Plans	Section 4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) Review and update the accessibility plan at least once every five years.	Multi-Year plan created Multi Year plan posted on Access Alliance website Latest review of Multi Year Plan	Jan 2012 Feb 2012 Feb 2020
1-Jan-14	Self-Service Kiosks	6. (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. This includes interactive electronic terminals people use to pay parking fees, validate tickets, buy groceries and renew licenses.	Community Resource Centre Computer tables at Jane & Danforth sites are accessible, wheelchairs & scooters fit underneath At least one large screen is available for visual impairments Internet Website/Web Content conforms with WCAG 2.0 Level AA	Jan 2014 Jan 2014
1-Jan-15	Training	Section 7.(1)Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods and services or facilities on behalf of the organization. d) board of directors e) Every employee, volunteer, policy developer and any other person who provides goods, services and facilities on behalf of the organization must be trained on how to provide accessible customer service.	Orientation is conducted at onboarding of new employees, students and volunteers. Management & Employees have general training at designated all staff meetings & annual Corporate Training Days Evidence of training/signed declaration forms are kept in Personnel files Board Members receive annual compliance with Legislation Status Reports which include AODA	Jul 2011 & on-going

**SECTION 2
INFORMATION AND COMMUNICATION STANDARDS**

1-Jan-2015	Feedback	Section 11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. Any external services for feedback must be made available in additional formats upon request.	Website, Policies, Training and program information books emphasize that Feedback can be provided in person, in writing, by e-mail, regular mail and phone. The Annual Client Experience Survey has a section on Accessibility and a dedicated person to greet clients and explain purpose of survey, answer questions and document questions/issues raised and help clients complete the survey	Jun 2013
1-Jan-2016	Accessible Formats and Communication Supports	Section 12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for provision of accessible formats and communication supports for persons with disabilities, b) at a cost that is no more than the regular cost charged to other persons 12. (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. 12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communications supports.	Access Alliance will upon request provide Accessible Formats and Communication Supports to persons with disabilities Designated staff took a workshop on Creating Accessible Documents Access Alliance has access to a large list of Accessible Formats and Communication supports that can be acquired once aware of the need Access Alliance through training, program flyers, job postings and invites, includes notice of accommodations that can be made available upon request	Sep 2013 & on-going
1-Jan-2012	Emergency Procedures, Plans or Public Safety Info	Section 13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	No action required; Access Alliance does not provide public safety information at this time.	Jan 2012 & on-going
1-Jan-14	Accessible Websites & Web Content	Section 14. New and redesigned websites/content to be WCAG 2.0, Level A/AA compliant	Language Services, Call centre computer applications & interpreter interface online portal is compatible with JAWS screen reading software Website Audit Completed to identify accessibility barriers Website revamped, compliant with AODA WCAG 2.0 Level A/AA Browse Aloud, online speech & reading support tool installed. License is renewed every two years.	Nov 2011 Feb 2014 Aug 2015 Sep 2015
1-Jun-18	Accessible Websites & Web Content	World Wide Web Consortium issued an expanded version of the Web Content Accessibility Guidelines (“WCAG”) 2.0, adding 17 new success criteria. The new criteria, called the WCAG 2.1, is an extension of the WCAG 2.0 standards. Updates are related to mobile devices; disabilities that affect vision, including low vision; and disabilities that affect cognitive function, including attention deficit disorder and age-related cognitive decline	This information was put out for Participants to gain knowledge about the goals of the new standard and the 17 new success criteria that have been added to the standard to support these goals. Our Website does not need any change as a result of this refresh.	June 2018

SECTION 3 EMPLOYMENT STANDARDS				
1-Jan-16	Recruitment - General	Section 22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Employees are notified at onboarding and reminded via annual training Job postings include notice that accommodations are available upon request	Dec 2015 & on-going
1-Jan-16	Recruitment - Assessment or Selection Process	Section 23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Job postings include notice that accommodations are available upon request If candidate is successful and moves to next phase of interview, recruitment committee staff will ask if accommodations are required to accommodate the next phase of the in-person interview	Dec 2015 & on-going
1-Jan-16	Notice to Successful Applicants	Section 24. Every employer shall, when making offers of employment, notify successful applicant of its policies for accommodating employees with disabilities.	All offer letters include a clause that indicates where an accommodation is required, prior to their first day of employment, to notify the hiring manager to make the necessary arrangements. They can notify their hiring manager using multiple formats, phone, e-mail, and in-person.	Dec 2015 & on-going
1-Jan-16	Informing Employees of Supports	Section 25.(1) Every employer shall, inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provisions of job accommodations that take into account an employee's needs due to a disability. Section 25. (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. Section 25. (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability.	Employees are informed at on-boarding and reminded annually via our Corporate training day. Presentations are posted on intranet site for staff Existing policies reflect the language for all new and existing staff in regards to accommodating disabilities. All pertinent policies are posted on intranet site for staff	Dec 2015 & on-going
1-Jan-16	Accessible Formats and Communication Supports for Employees	Section 26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employees job; and (b) Information that is generally available to employees in the workplace Section 26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	Should an employee request for provision of accessible formats, Access Alliance has in place information on a wide range of assistive devices	Dec 2015 & on-going
1-Jan-12	Workplace Emergency Response Information	Section 27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the needs for accommodation due to the employee's disability. (2) If an employee who receives individualized workplace emergency response information	Access Alliance will develop an individualized emergency response plan with the employee as soon as practicable once we become aware of the need (overall emergency response plan already in place) Managers are aware of the individualized workplace emergency response process	Dec 2011

		<p>requires assistance and with the employee's consent, the employer shall provide the workplace emergency repose information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employees disability.</p> <p>(4) Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employees overall accommodations needs or plans are reviewed; and c) when the employer reviews its general response policies.</p>	<p>Tools/template forms are in place and available</p> <ul style="list-style-type: none"> - Employee Memo (safety during emergencies) - Self-assessment checklist/Questionnaire to identify type of assistance required - Emergency Individualized Response Plan/Unique plan will be created based on the questionnaire - Assisting People with Disabilities Dos and Don'ts <p>Current policies and procedures were updated to reflect the requirements as outlined in this section of the act.</p>	
1-Jan-16	Documented Individual Accommodation Plans	<p>Section 28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>Section 28. (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which employees requesting accommodation can participate in the development of the individual accommodation plan 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employers expense, to determine if and how accommodations can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan 5. The steps taken to protect the privacy of the employees 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done 7. In an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee 8. The means of providing the individual accommodation plan in a format that takes into account the employees accessibility needs due to disability 	<p>Access Alliance has in place a written process for the development of documented individual accommodation plans and an Individual Accommodation Plan template from OHRC that can be modified if necessary</p> <p>The written accommodation process specifies that</p> <ul style="list-style-type: none"> - The employee is an active participant in the gathering of relevant Information and assessing needs. Other sources of expert input are also included into the individual accommodation plan (e.g., human resources manager, family doctor, specialists etc.) - Access Alliance does not require details on the nature of the employee's disability to provide an accommodation; it needs to know only about the employee's functional abilities. - The manager may ask for a functional capacity assessment at the company's expense. - The employee and manager evaluate potential options to find the most appropriate measure. - An external expert may be involved, at the company's expense - The employee can request the participation of a representative from a bargaining agent - The individual accommodation plan will be reviewed annually 	Dec 2015
1-Jan-16	Return to Work Process	<p>Section 29. (1) Every employer, other than an employer that is a small organization, a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability-related accommodations in order to return to work; and b) shall document the process</p>	<p>(a) A written Return to Work process Template is in place and (b) A guide for Managers to Manage the Return to work process is also in place</p>	Dec 2015

1-Jan-16	Performance Management	Section 30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	The accessibility needs of employees with disabilities as well as any individualized accommodation plan in place will be taken into account during the performance management process. (a) Managers & Directors have received orientation (b) A guide is in place for Managers to follow (c) Current Performances Evaluation Template includes a section re ensuring that employees with disabilities are measured in a way that accommodates their disability.	Dec 2015
1-Jan-16	Career Development & Advancement	Section 31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	The accessibility needs of employees with disabilities as well as any individualized accommodation plan in place will be taken into account during a career development and advancement process. Managers & Directors have received orientation	Dec 2015
1-Jan-16	Redeployment	Section 32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	The accessibility needs of employees with disabilities as well as any individualized accommodation plan in place will be taken into account when redeploying employees with disabilities Managers & Directors have received orientation	Dec 2015
SECTION 4 TRANSPORTATION STANDARD				
	Conventional Transportation Service Providers	Applies to Conventional and Specialized Public Transportation Service Providers only	No action required; Access Alliance does not provide public Transportation at this time	
SECTION 4.1 DESIGN OF PUBLIC SPACES (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)				
1-Jan-18	Make new or redeveloped public spaces accessible	Section(s) 80.1-90.44 Obligated organizations, other than small organizations, shall ensure that when building new public spaces or making planned significant alterations to existing public spaces that accessibility is incorporated and the requirements under the Design of Public Spaces Standard is adhered to. This applies to: <ul style="list-style-type: none"> • Recreational trails and beach access routes • Outdoor public use eating areas • Outdoor play spaces • Exterior paths of travel • Off-street parking lots • Service counters, fixed queuing guides and waiting areas with fixed seating • maintain accessible elements of public space 	All alterations done to date are compliant with the Accessibility standard. Access Alliance will continue to ensure technical Accessibility Standards requirements are met when building new or replacing and building new or making planned significant alterations to the following existing spaces: <ol style="list-style-type: none"> 1. Exterior paths of travel (i.e. sidewalks/walkways and associated elements, such as ramps) 2. Accessible off street parking 3. Service-related elements such as service counters and waiting areas 	
1-Jan-18	Maintenance of accessible elements	80.44 In addition to the accessibility plan requirements set out in section 5, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: <ol style="list-style-type: none"> 1. Procedures for preventative and emergency maintenance of the accessible elements in 	Access Alliance has a Program in place and/or Procedures for preventative and emergency maintenance of Accessible Elements in Public Spaces which include Interior and exterior paths of travel such as walkways, stairs, ramps, parking lots and lifting devices such as elevators.	

	Maintenance of accessible elements	<p>public spaces as required under this Part.</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</p>	<p>To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance, including information about the disruption, its anticipated duration, and a description of alternative accessible elements that may be available. This notice may be provided by posting notices in a conspicuous place on Access Alliance premises, website and/or such other method as is reasonable under the circumstances.</p>	
<p>SECTION 5 REPORTING COMPLIANCE</p>				
31-12-2021	Reporting Compliance	<p>Every three years not-for-profit organizations shall file an Accessibility Compliance Report with the Government of ON confirming they have met accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA)</p>	Compliance Report Last Filed ID: ACR-63747	14-05-2021