



AODA Multiyear Plan

| Compliance Standard | Compliance Date | Task | Completed? |
|--|-----------------|---|---------------|
| Accessibility for Customer Service | Jan 1, 2012 | Develop Accessibility Standards for Customer Service policy. | Yes |
| Accessibility for Customer Service | Jan 1, 2012 | Train staff and volunteers on Standards for Customer Service. | Yes |
| Integrated Accessibility Standards Regulation (IASR) | Jan 1, 2014 | Create Accessibility policy and procedures for each standard. | Yes |
| Integrated Accessibility Standards Regulation (IASR) | Jan 1, 2014 | Communicate Accessibility Policy to staff and post on website. | Yes |
| Integrated Accessibility Standards Regulation (IASR) | Jan 1, 2015 | Train all staff and volunteers to comply with Accessibility Standards. | Yes & ongoing |
| Multi-Year Accessibility plans | Jan 1, 2014 | Create Multi-Year Accessibility plan. | Yes |
| Multi-Year Accessibility plans | Jan 1, 2014 | Communicate Multi-Year Accessibility plan to staff and post on website. | Yes |
| Information & Communications | Jan 1, 2012 | Review emergency and public safety information and develop a process for responding to requests and supports. | Yes |
| Information & Communications | Jan 1, 2015 | Make your feedback processes, like surveys or comment cards, accessible when asked. | Yes |
| Information & Communications | Jan 1, 2016 | Make all your publicly available information accessible when asked. | Yes & ongoing |
| Employment Standards | Jan 1, 2012 | When necessary, provide individualized workplace emergency response information to employees. | Yes |
| Employment Standards | Jan 1, 2016 | Make employment practices, such as recruitment, performance management, and career development, more accessible | Yes & ongoing |
| Employment Standards | Jan 1, 2016 | Inform staff about policies for supporting employees with disabilities. | Yes & ongoing |
| Employment Standards | Jan 1, 2016 | Develop accommodation plans for employees with disabilities. | Yes & ongoing |

Approved by:

A handwritten signature in black ink that reads "Bonnie Wong".

Bonnie Wong, Executive Director

November 1, 2022