



# 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:

Bonnie Wong, Executive Director

November 2, 2020