

WSPS

Multi-Year

Accessibility Plan

2018-2029

TABLE OF CONTENTS

| PART I - GENERAL REQUIREMENTS | |
|---|----|
| Accessibility policies | 3 |
| Accessibility plans | 3 |
| Annual Status report | 4 |
| Procuring or Acquiring Goods, Services of Facilities | 4 |
| Training | 5 |
| PART II – INFORMATION AND COMMUNICATIONS STANDARDS | |
| Feedback | 5 |
| Accessible formats and communication supports | 6 |
| Emergency Procedure, Plans or Public Safety Information | 7 |
| Accessible websites and web content, WCAG level A | 8 |
| Accessible websites and web content, WCAG level AA | 8 |
| PART III – EMPLOYMENT STANDARDS | |
| Recruitment | 9 |
| Recruitment, Assessment or Selection Process | 9 |
| Notice to successful applicants | 10 |
| Informing employees of supports | 10 |
| Accessible formats and communication supports for employees | 11 |
| Workplace emergency response information | 11 |
| Documented individual accommodation plans | 12 |
| Return to work process | 12 |
| Performance management and career development and advancement | 13 |
| PART IV – DESIGN OF PUBLIC SPACES STANDARDS | |
| Accessible standards for the Built Environment | 13 |
| PART IV (i) TRANSPORTATION STANDARDS | |
| Transportation | 13 |
| PART V - CUSTOMER SERVICE STANDARDS | |
| Policies | 14 |
| Service Animals | 14 |
| Support Persons | 15 |
| Temporary Disruptions | 15 |
| Training | 16 |
| Feedback Process | 17 |
| Format of Documents | 18 |

PART I - GENERAL REQUIREMENTS

Applies all standards of the Integrated Accessibility Standard Regulation (IASR).

Accessibility policies

2014 Requirements

- Develop policies, including a statement of organizational commitment, on how to meet the integrated standards requirements, make them available to the public, and provide them in an accessible format, upon request
- Expand accessibility policy scope, create new supporting standards and communicate to Senior Leadership Team (SLT) and employees:
 - Accessibility policy
 - Accessible Customer Service
 - Accessible Information and Communication
 - Accessible Employment
 - Planning Accessible Meeting / Training

2014 – 2017 Key Accomplishments:

- ✓ Posted policies and standards on the HUB (intranet)
- ✓ Implemented policies and procedures organization wide
- ✓ Updated applicable policies and procedures as part of WSPS's policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Implement policy and procedures organization wide; update as required
- ✓ Update policy and procedures in 2020 as part of organization's policy review process

2024 – 2029 Key Actions:

- Implement policy and procedures organization wide; update as required
- Update policy and procedures in 2028 as part of organization's policy review process

Accessibility plans

2014 Requirements:

- Develop and implement multi-year accessibility plan
- Establish an outline and determine what will be done to implement IASR requirements
- Post multi-year accessibility plan on website and provide in an accessible format, upon request
- Report to the province every three years and review plan every five years

2014 – 2017 Key Accomplishments:

- ✓ Created multi-year accessibility plan (available in an accessible format upon request)
- ✓ Communicated multi-year accessibility plan to all staff and SLT and posted on WSPS website
- ✓ Implemented requirements of multi-year plan
- ✓ Consulted with persons with disabilities

- ✓ Consulted with public
- ✓ Reported compliance to the province
- ✓ Reviewed plan and updated in 2017

2018 – 2023 Key Actions:

- ✓ Filed compliance report with the province in 2020
- ✓ Implemented requirements of Multi-Year Accessibility Plan 2018-2023 organization wide; update with provincial amendments to standards as required
- ✓ Reviewed plan and updated in 2024
- ✓ Initiated DEI survey to collect self-identification data for internal staff

2024 – 2029 Key Actions:

- File compliance report with the province in 2025
- Implement requirements of Multi-Year Accessibility Plan 2018-2029 organization wide; update with provincial amendments to standards as required
- Update multi-year accessibility plan in 2028

Annual Status Report

2014 Requirements:

- Prepare annual status report on progress of key actions as set out in the multi-year accessibility plan, post on website and provide it in an accessible format upon request.

2014 – 2017 Accomplishments:

- ✓ Created annual status report (available in an accessible format upon request)
- ✓ Prepared briefing notes for Board of Directors and SLT

2018 – 2023 Key Actions:

- ✓ Created annual status report (available in an accessible format upon request)
- ✓ Prepared briefing notes for Board of Directors and SLT

2024 – 2029 Key Actions:

- Prepare and present a status update for the Board of Directors and Senior Leadership Team annually
- Post annual status update

Procuring or Acquiring Goods, Services of Facilities

Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

2014 Requirements:

- Update all purchasing templates with accessibility language

- Ensure departments include accessibility criteria and features in the specifications provided to the Financial Planning, Budgeting and Purchasing department
- Create accessibility procurement checklist and toolkit for staff
- Make available provincial purchasing references guide to staff

2014 – 2017 Accomplishments:

- ✓ Updated all purchasing templates with accessibility language
- ✓ Created accessibility procurement checklist and toolkit for staff
- ✓ Made available provincial purchasing references guide to staff
- ✓ Conducted ongoing reviews of purchasing templates
- ✓ Continued to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it was not possible to do so.

2018 – 2023 Key Actions:

- ✓ Continued to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it was not possible to do so.

2024 – 2029 Key Actions:

- Continue to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, where possible

Training

2014 Requirements:

- Ensure training on the Integrated Accessibility Standard Regulation (IASR) and the Human Rights Code is provided to Board of Directors, employees, volunteers, contractors, and persons who participate in developing policies and others who provide goods, services or facilities on behalf of WSPS.

2014 – 2017 Accomplishments:

- ✓ Reviewed available training materials from Ontario government and other sources to assess the applicability to WSPS
- ✓ Considered program options and provided training
- ✓ Trained new staff through the onboarding process, and existing staff, Board of Directors, volunteers and contractors with respect to any changes to accessibility policies

2018 – 2023 Key Actions

- ✓ Continued providing training to new and existing staff, Board of Directors, volunteers, contractors, and those who provide goods, services or facilities on WSPS's behalf

2024 – 2029 Key Actions

- Continue to provide training to new and existing staff, Board of Directors, volunteers, contractors, and those who provide goods, services or facilities on WSPS's behalf in 2024 and on an ongoing basis, as required

PART II - INFORMATION AND COMMUNICATIONS STANDARDS

Outlines how WSPS will create, provide and receive information and communications in ways that are accessible for people with disabilities.

Feedback

2014 Requirements:

- Ensure processes for receiving and responding to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

2013 – 2017 Accomplishments:

- ✓ Created Accessible Information and Communication standard to incorporate all requirements of the IASR legislation
- ✓ Created accessible feedback form and posted on WSPS website
- ✓ Ensured multi-channel options (i.e. email, phone, etc.) for providing and receiving feedback
- ✓ Created accommodation request statement for WSPS and all training/event notices
- ✓ Updated standard as part of organizational review process
- ✓ Reviewed all feedback processes and updated as required

2018 – 2023 Key Actions:

- ✓ Reviewed and/or update Accessible Information and Communication standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024 – 2029 Key Actions:

- Review and/or update Accessible Information and Communication standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Accessible formats and communication supports

January 1, 2015 Requirements:

- Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request.
- Notify the public about availability of accessible formats and communication supports.

2015 – 2017 Accomplishments:

- ✓ Created Accessible Information and Communications standard to incorporate all requirements of the IASR.
- ✓ Ensured multi-channel options for providing and receiving feedback
- ✓ Created accessible feedback forms request statement on website
- ✓ Maintained alternate formats request statement on website
- ✓ Created accommodation request statement for event notices
- ✓ Updated standard as part of WSPS review process
- ✓ Ensured compliance by 2015
- ✓ Statement about availability of accessible formats and communication supports maintained on website and key documents posted on organization's website in accessible format
- ✓ Statement created about availability of accessibility supports for organizational meetings, events, surveys and any instance when feedback is requested by the organization

2018 – 2023 Key Actions:

- ✓ Provided training to staff on creating accessible documents, as required
- ✓ Updated Accessible Information and Communication procedure by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024 – 2029 Key Actions:

- Provide training to staff on creating accessible documents, as required
- Update Accessible Information and Communication procedure by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Emergency Procedure, Plans or Public Safety Information

January 1, 2012 Requirements:

- Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication supports, upon request.

2012 – 2017 Accomplishments:

- ✓ Provided organization emergency plan in accessible format or with communication supports upon request
- ✓ Posted statement on WSPS website about availability of accessible formats/supports, upon request
- ✓ Ensured compliance as plans are updated/edited

2018 – 2023 Key Actions:

- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Ensure ongoing compliance

Accessible websites and web content, WCAG level A

January 1, 2014 Requirements: (applies to web content published on websites after January 1, 2012)

- Ensure new internet websites and web content conforms to WCAG 2.0 Level A.

2014 – 2017 Accomplishments:

- ✓ Re-launched WSPS website in compliance with WCAG 2.0 guidelines
- ✓ Created 100% HTML 5 standards compliance website
- ✓ Regularly evaluated compliance through accessibility quality tool
- ✓ Met level A -WCAG requirements
- ✓ Conducted training for staff as required
- ✓ Installed Text to Speech software on external website
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Provided training to staff, as required
- ✓ Ensured ongoing compliance

2024 – 2029 Key Actions:

- Provide training to staff, as required
- Ensure ongoing compliance

Accessible websites and web content, WCAG level AA

January 1, 2021 Requirements:

- Ensure internet websites and web content conforms with WCAG 2.0 level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded)

2014 – 2017 Accomplishments:

- ✓ Incorporated level A requirements

2018 – 2023 Key Actions:

- ✓ Incorporate WCAG 2.0 Level AA requirements on all WSPS web properties
- ✓ Develop and provide templates and guidance to staff on accessible web content
- ✓ Develop and update standards and guides for accessible digital, marketing and media content
- ✓ Provide training to staff, as required
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Provide training to staff, as required
- Ensure ongoing compliance

PART III - EMPLOYMENT STANDARDS

Outlines how WSPS will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Recruitment

January 1, 2014 Requirements:

- Incorporate accommodation language into recruitment and selection documents

2014 - 2017 Accomplishments:

- ✓ Created Accessible Employment standard to incorporate all requirements of the IASR.
- ✓ Implemented standard organization wide
- ✓ Updated posting templates to include accessibility statement
- ✓ Updated standard by 2017
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Recruitment, Assessment or Selection Process

January 1, 2014 Requirements:

- Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request.

2014 – 2017 Accomplishments:

- ✓ During the recruitment process, ensured applicants are notified if selected for an interview or assessment that accommodations are available, upon request
- ✓ Updated phone screen template
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Notice to successful applicants

2014 Requirements:

- Notify successful applicants of policies for accommodating employees with disabilities, when making job offers.

2014 – 2017 Accomplishments:

- ✓ Updated Accommodation procedure to reflect the IASR requirements
- ✓ Implemented and updated Accommodation procedure in 2014
- ✓ Updated offer letter templates
- ✓ Updated standard by 2017 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Informing employees of supports

2014 Requirements:

- Inform employees of policies to support employees with disabilities

2014 – 2017 Accomplishments:

- ✓ Implemented and updated Accommodation procedure organization wide
- ✓ Updated Onboarding materials
- ✓ Updated standard by 2017 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process

- Ensure ongoing compliance

Accessible formats and communication supports for employees

2014 Requirements:

- Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

2014 – 2017 Accomplishments:

- ✓ Updated policies to ensure employees are aware of accessible supports available upon request
- ✓ Implemented Accessible Employment Standard
- ✓ Updated standard in 2017 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Workplace emergency response information

2014 Requirements:

- Provide individual workplace emergency response information to employees who have a disability, as required.

2014 – 2017 Accomplishments:

- ✓ Created individual accommodation plans for employees needing assistance
- ✓ Ensured individual emergency plans are updated as required

2018 – 2023 Key Actions:

- ✓ Reviewed and updated emergency plans and individual accommodation plans annually or as required in 2022
- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Review and update emergency plans and individual accommodation plans annually or as required to reflect virtual Work From Home status

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Documented individual accommodation plans

2014 Requirements:

- Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.

2014 – 2017 Accomplishments:

- ✓ Updated Accommodation procedure
- ✓ Updated standard in 2017 as part of organization policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- Supported employees who needed temporary or permanent work accommodation
- Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- Ensure ongoing compliance

2024 – 2029 Key Actions:

- Support employees who need temporary or permanent work accommodation
- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Return to work process

2014 Requirements:

- Update current return to work procedure for employees who have been absent from work due to a disability related accommodation to return to work

2014 – 2017 Accomplishments:

- ✓ Reviewed, updated and documented existing return to work process

2018 – 2023 Key Actions:

- ✓ Work with employees returning to work who require accommodations
- ✓ Updated Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process

- Ensure ongoing compliance

Performance management, Career development and advancement, and Redeployment

2014 Requirements:

- Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process, and when providing career development and advancement, and redeployment.

2014 – 2017 Accomplishments:

- ✓ Created and implemented Accessible Employment standard
- ✓ Updated Performance Management System procedure to reflect the accessibility needs of employees
- ✓ Updated standard in 2017 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2018 – 2023 Key Actions:

- Continued consideration of accessibility needs during performance management process and when providing career development and advancement, and redeployment
- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2020 as part of organizational policy review process
- Ensure ongoing compliance

2024 – 2029 Key Actions:

- Continue consideration of accessibility needs during performance management process and when providing career development and advancement, and redeployment
- Update Accessible Employment standard and Accommodation/work reintegration procedures by 2028 as part of organizational policy review process
- Ensure ongoing compliance

PART IV – TRANSPORTATION STANDARDS

- Not applicable to WSPS at this time

PART IV (i) - DESIGN OF PUBLIC SPACES STANDARDS

(Accessible standards for the Built Environment)

Outlines how the organization will construct or redevelop spaces that are accessible to current and potential employees as well as public

- Not applicable to WSPS at this time

PART V – CUSTOMER SERVICE STANDARDS

Outlines how WSPS will make it easier for everyone to use its goods, services and facilities.

Policies

January 1, 2010 Requirements:

- Develop policies on the provision of goods, services and facilities, that are consistent with the principles of dignity, independence, integration and equality, make them available to the public, and provide them in an accessible format, upon request.

2010-2017 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated standard to incorporate the province's amended Customer Service Standard requirements in 2016
- ✓ Posted Accessibility Policy and Accessible Customer Service standard on WSPS website and provided in an accessible format, upon request
- ✓ Implemented policy and procedure organization wide

2018-2023 Key Actions

- ✓ Updated Accessible Customer Service standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024-2029 Key Actions

- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Service animals

2010 – 2017 Requirements:

- Ensure guide dogs and other service animals are permitted to be used in WSPS areas/premises that are open to the public unless otherwise prohibited by law. If a service animal is prohibited by law from the premises, ensure other measures are available to enable the individual the ability to obtain, use or benefit organizational goods, services or facilities.
- Ensure new requirements for documentation for confirmation on service animals are implemented

2010 – 2017 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated standard to incorporate the province's amended Customer Service Standard requirements

2018-2023 Key Actions

- ✓ Updated Accessible Customer Service standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024-2029 Key Actions

- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Support persons

2010 – 2017 Requirements:

- Ensure people with disabilities can access their support persons when using goods, services or facilities provided by the organization. Provide advance notice when a fee for the support person may be applicable. Consult the person with a disability if the organization requires a support person to accompany them to protect the individual's health and safety or of others on the premises.
- Ensure new requirements for support person and applicable fare are reflected

2010 – 2017 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated procedure to incorporate the province's amended Customer Service Standard requirements
- ✓ Consulted with individuals when a support person was required to protect the health and safety of the individual or others on the premises

2018-2023 Key Actions

- ✓ Updated Accessible Customer Service standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024-2029 Key Actions

- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Temporary disruptions

January 1, 2010 Requirements:

- Provide notice of a service disruption to any service or facility, including the reason for the disruption, its anticipated duration and a description of alternative facilities or services that may be available, on a website and posted at the location, where possible.

- Prepare a document setting out the steps taken during a temporary disruption and make that document available, upon request.

2010 – 2017 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated procedure to incorporate the province’s amended Customer Service Standard requirements
- ✓ Posted service disruptions on organization’s website, RSS Feed, social media etc. and provided in an accessible format, upon request
- ✓ Provided alternative facilities or services where possible

2018-2023 Key Actions

- ✓ Updated Accessible Customer Service standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024-2029 Key Actions

- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Training

2010 - 2017 Requirements:

- Ensure training is provided to employees, volunteers, contractors and those who act on behalf of the organization for the purpose of the AODA, requirements of the organization’s Accessible Customer Service standard including how to interact and communicate with people with various types of disabilities in accessing organization’s goods, services or facilities.
- Ensure employees, volunteers, contractors and those who act on behalf of the organization for the purpose of AODA, are trained on the amended Customer Service standards.

2010 – 2017 Key Accomplishments:

- ✓ Provided training on the AODA and Customer Service Standard for staff, contractors, volunteers and those who provide goods, services or facilities on organization’s behalf
- ✓ Created Accessible Customer Service procedure to incorporate all requirements of the Customer Service Standard
- ✓ Updated standard and training materials to incorporate the province’s amended Customer Service Standard requirements

2018 – 2023 Key Actions:

- ✓ Continued training to all staff, volunteers, contractors and those who provide goods, services or facilities on the organization’s behalf in 2018 and on an ongoing basis, as required
- ✓ Update5 Accessible Customer Service standard by 2020 as part of organizational policy review process

- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Continue training to all staff, volunteers, contractors and those who provide goods, services or facilities on the organization's behalf in 2018 and on an ongoing basis, as required
- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Feedback process

January 1, 2010 Requirements:

- Establish a process for receiving and responding to feedback about the manner in which goods, services and facilities are provided to persons with disabilities, and the actions taken if a complaint is received
- Ensure the process is accessible for persons with disabilities by providing/arranging for accessible formats and communication supports, upon request.
- Prepare a document about the feedback process and notify the public about availability of the document and post it on the organization's external website.

2010 – 2017 Accomplishments:

- ✓ Created Accessible Customer Service standard
- ✓ Updated standard to incorporate the province's amended Customer Service Standard requirements
- ✓ Developed multi-channel options for providing and responding to feedback
- ✓ Posted statement about availability of accessible formats and communication supports on organization's website
- ✓ Created statement about availability of accessibility supports for WSPS meetings, events, surveys and any instance when feedback is requested by the WSPS
- ✓ Created a customer feedback form in both Word and PDF fillable form, which is also available in accessible format upon request

2018 – 2023 Key Actions:

- ✓ Updated Accessible Customer Service standard by 2020 as part of organizational policy review process
- ✓ Ensured ongoing compliance

2024 – 2029 Key Actions:

- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance

Format of documents

January 1, 2010 Requirements:

- Provide or arrange for the provision of a document, or the information contained in a document, in a timely manner after consulting with the individual, taking into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, upon request.

2010 – 2017 Accomplishments

- ✓ Created Accessible Customer Service standard
- ✓ Updated standard to incorporate the province's amended Customer Service Standard requirements
- ✓ Implemented organization wide process for responding to requests for accessible documents and communications supports
- ✓ Created statement about availability of accessible formats and communication supports on website
- ✓ Created statement about availability of accessibility supports for organizational meetings, events, surveys and any instance when feedback is requested by the organization

2018 – 2023 Key Actions:

- ✓ Continued training staff on providing accessible documents, as required
- ✓ Updated Accessible Customer Service procedure by 2020 as part of organization's policy review process
- ✓ Ensure ongoing compliance

2024 – 2029 Key Actions:

- Continue training staff on providing accessible documents, as required
- Update Accessible Customer Service standard by 2028 as part of organizational policy review process
- Ensure ongoing compliance