WMKL Multi-Year Accessibility Plan

Accessible Information & Communication Requirement	AODA Target Date	Strategy for Implementation	Company Target	Date Achieved	Staff Responsible	Notes
General Requirements						
Create accessibility policies and make them publicly available	January 1, 2014	Create WMKL Accessibility Policy	October 31, 2013	October 15, 2013	Michelle de Prinse	
		Post WMKL Accessibility Policy on website	December 15, 2013	December 15, 2013	Linda Pepin	
		Post WMKL Accessibility Policy on intranet	December 15, 2013	December 15, 2013	Linda Pepin	
Create multi-year accessibility plan and make it publicly available	January 1, 2014	Create multi-year accessibility plan	October 31, 2013	October 25, 2013	Michelle de Prinse	
		Post WMKL Multi-Year Plan on website	December 15, 2013	December 15, 2013	Linda Pepin	available by request
		Post WMKL Multi-Year Plan on intranet	December 15, 2013	December 15, 2013	Linda Pepin	
		Update multi-year plan every five years	December 15, 2018		Michelle de Prinse	
Train all staff on the IASR and the Human Rights Code as it relates to persons with disabilities	January 1, 2015	Look into training available on IASR & Human Rights Code	July 2014	June 2014	Michelle de Prinse	
		Develop or outsource training on IASR Requirements	September 2014	July 2014	Michelle de Prinse	creating Power Point
		Develop or outsource training on Human Rights Code	September 2014	July 2014	Michelle de Prinse	http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act/part-1-introduction
		Provide training to all current staff & document training	November 2014	December 2014	Michelle de Prinse	ongoing from Aug-Dec 2014; returning staff will complete when they are back on a work term
		Provide training to all new staff during orientation & document training	Ongoing	See Staff Training Records	Michelle de Prinse	
		Coordinate additional training sessions for staff that missed training	Ongoing	See Staff Training Records	Michelle de Prinse	
		Provide refresher AODA training annually	Ongoing	See Staff Training Records	Michelle de Prinse	need to make a sign-in sheet for refresher training (signed at policy review meeting)

Customer Service Standard

Create and put in place a plan that: a) considers a person's disability when communicating with them b) allows assistive devices c) allows service animals	December 31, 2012	Create Client Service Policy	September 2012	August 31, 2012	Michelle de Prinse	
d) welcomes support persons e) lets clients know when accessible services aren't available f) invites feedback		Post Client Service Policy on Intranet	December 2012	December 2012	Michelle de Prinse	
Train staff on accessible customer service	December 31, 2012	Develop & execute training session for all staff	December 2012	December 2012	Michelle de Prinse	
Put plan in writing	December 31, 2012	Let clients know about policy (on website)	December 2012	December 2012	Michelle de Prinse & Linda Pepin	
		Create & display Client Service Policy brochure	December 2012	May 31, 2012	Michelle de Prinse	
Report on Compliance	December 31, 2012	Complete online compliance reporting	December 21, 2012	December 19, 2012	Michelle de Prinse	

Information & Communication Standard

Make all new/refreshed websites and content on those sites conform with WCAG 2.0, Level A	January 1, 2014	All new documents and forms on internet websites conforms with WCAG 2.0, Level A	January 1, 2014	n/a	Chris Currell, Linda Pepin & Michelle de Prinse	no refresh/new content
Make existing feedbacks processes accessible, upon request	January 1, 2015	Develop a process for responding to requests for supports and services	September 2014	August 2014	Michelle de Prinse & Angie Greenwood	Feedback form available on website; staff can access it from Connect site and fill out on behalf of clients
Make existing feedbacks processes accessible, upon request	January 1, 2016	Research accessible alternates to telephone system for those that are deaf, hard of hearing, or cannot speak	June 2015	October 2014	Michelle de Prinse	Bell Relay Service
		Implement accessible alternates to telephone system for those that are deaf, hard of hearing, or cannot speak	December 2015	October 2014	Michelle de Prinse	Instructions on using Relay Service at front desk and posted on intranet; email sent to all staff

Make public information accessible, upon request	January 1, 2016	Post a notice on the website that information is available in a variety of accessible formats	September 2015	August 2014	Linda Pepin	
		Post a notice on the premises that information is available in a variety of accessible formats	September 2015	October 2014	Michelle de Prinse	noted in client service brochure at reception
		Implement a firm standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats	January 2015		Michelle de Prinse, Angie Greenwood, Linda Pepin	
		Create promotional materials in alternate formats	September 2015	as requested	Linda Pepin & Ashley McCormick	Can be created in large font, or read to someone if requested
Make all new/refreshed websites and content on those sites conform with WCAG 2.0, Level AA	January 1, 2021	Train in-house web designer or secure services of web designer that is knowledgeable of accessibility	May 1, 2016		Chris Currell	
		Assess accessibility of existing website organization and content	May 1, 2016		Chris Currell, Linda Pepin & Michelle de Prinse	
		Develop sample content for testing compliance with WCAG 2.0, Level AA	May 1, 2020		Chris Currell, Linda Pepin & Michelle de Prinse	
		Implement changes to ensure compliance with WCAG 2.0, Level AA	June 1, 2020		Chris Currell & Linda Pepin	
		Internet websites and web content conforms to WCAG 2.0, Level AA, excluding live captioning and audio description.	January 1, 2021		Chris Currell, Linda Pepin & Michelle de Prinse	

Employment Standard

Provide individualized emergency workplace information to employees with disabilities when necessary	January 1, 2012	Create individualized emergency reponse template	January 1, 2012	March 31, 2013	Michelle de Prinse	did not have any individuals at time compliance required - created template in case needed for future use
		Make new hires aware of availability of individualized plans	Ongoing	Ongoing	Angie Greenwood	Included in new hire package
		Make current staff aware of availability of individualized plans	Ongoing	Ongoing	Michelle de Prinse & Angie Greenwood	Noted during annual policy review
Accomodation for applicants and current staff with disabilities	January 1, 2016	Notify public, employees and potential candidates with disabilities that accomodations can be made in recruitment and assessment procedures a) include statement of commitment on job advertisements b) post statement of commitment and accessibility policy on website and intranet	January 2014	Ongoing	Angie Greenwood	
		Notify new hires and employees of our policies for accomodating employees with disabilities a) review statement of commitment during new hire orientation b) review statement of commitment during policy reminder meeting each January	January 2014	Ongoing	Angie Greenwood	
		Put in place a written process to develop individual accomodation plans for employees with a disability	July 2015		Michelle de Prinse	
		Put in place a return to work process for employees that have been absent due to a disability	July 2015		Michelle de Prinse & Angie Greenwood	
		Take into account the accessibility needs of your employees with disabilities during performance management and offers of career development or advancement	Ongoing	Ongoing	Michelle de Prinse & Angie Greenwood	

Built Environment Standard

Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces. Public spaces include: a) Outdoor paths of travel, ramps and doors b) Accessible off-street parking c) Waiting areas d) Restrooms	January 1, 2018	Costing of doorbell/camera system at wheelchair access door for receptionist	September 30, 2013	September 30, 2013	Chris Currell	
		Installation of doorbell/camera system at wheelchair access door for receptionist	October 24, 2013	October 31, 2013	Chris Currell	
		Post information in a conspicuous place when facilities are out of service	Ongoing, as needed	Ongoing, as needed	Michelle de Prinse	

For more information on this accessibility plan, please contact:

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Accessible formats of this document are available free upon request.

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