

WMKL Multi-Year Accessibility Plan

Accessible Information & Communication Requirement	AODA Target Date	Strategy for Implementation	Compliance Date	2023 Update - Compliance Status
General Requirements				
Create accessibility policies and make them publicly available	January 1, 2014	Create WMKL Accessibility Policy	October 15, 2013	complete
		Post WMKL Accessibility Policy on website	December 15, 2013	complete
		Post WMKL Accessibility Policy on intranet	December 15, 2013	complete
Create multi-year accessibility plan and make it publicly available	January 1, 2014	Create multi-year accessibility plan	October 25, 2013	complete
		Post WMKL Multi-Year Plan on website	December 15, 2013	complete
		Post WMKL Multi-Year Plan on website	Dec 19 2023	updated
		Post WMKL Multi-Year Plan on intranet	December 15, 2013	complete
		Post WMKL Multi-Year Plan on intranet	Dec 19 2023	updated
		Update multi-year plan every five years	Dec 15 2018	complete
		Update multi-year plan every five years	Dec 19 2023	updated
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	June 2014	complete
		Develop or outsource training on IASR Requirements	July 2014	complete
		Develop or outsource training on Human Rights Code	July 2014	complete
		Provide training to all current staff & document training	December 2014	complete
		Provide training to all new staff during orientation & document training	Ongoing	ongoing
		Coordinate additional training sessions for staff that missed training	Ongoing	ongoing
		Provide refresher AODA training	Ongoing	ongoing
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 d) welcomes support persons e) lets clients know when accessible services aren't available f) invites feedback	December 31, 2012	Create Client Service Policy	August 31, 2012	complete
		Post Client Service Policy on Intranet	December 2012	complete
Train staff on accessible customer service	December 31, 2012	Develop & execute training session for all staff	December 2012	complete
Put plan in writing	December 31, 2012	Let clients know about policy (on website)	December 2012	complete
		Create & display Client Service Policy brochure	May 31, 2012	complete
Report on Compliance	December 31, 2012	Complete online compliance reporting	December 19, 2012	complete
	December 31, 2023	Complete online compliance reporting	Dec 19 2023	complete
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	December 2020	complete
Make existing feedbacks processes accessible, upon request	January 1, 2015	Develop a process for responding to requests for supports and services	August 2014	complete
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	October 2014	complete
		Implement accessible alternates to telephone system for those that are deaf, hard of hearing, or cannot speak	October 2014	complete

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	August 2014	complete
		Post a notice on the premises that information is available in a variety of accessible formats	October 2014	complete
		Implement a firm standard that documents be created in a structured electronic format to allow for easier conversion to alternate formats	October 2014	complete
		Create promotional materials in alternate formats	as requested	as requested
Make all new/refrashed 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	Jul-18	complete
		Assess accessibility of existing website organization and content	Jul-18	complete
		Develop sample content for testing compliance with WCAG 2.0, Level AA	May-20	complete
		Implement changes to ensure compliance with WCAG 2.0, Level AA	Dec-20	complete
		Internet websites and web content conforms to WCAG 2.0, Level AA, excluding live captioning and audio description.	Dec-20	complete

Employment Standard

Provide individualized emergency workplace information to employees with disabilities when necessary	January 1, 2012	Create individualized emergency reponse template	March 31, 2013	complete
		Make new hires aware of availability of individualized plans	Ongoing	complete
		Make current staff aware of availability of individualized plans	Ongoing	complete
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	Ongoing	ongoing complete
		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	Ongoing	ongoing ongoing ongoing
		Put in place a written process to develop individual accomodation plans for employees with a disability	December 2016	complete
		Put in place a return to work process for employees that have been absent due to a disability	December 2016	ongoing
		Take into account the accessibility needs of your employees with disabilities during performance management and offers of career development or advancement	Ongoing	ongoing

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	complete
		Installation of doorbell/camera system at wheelchair access door for receptionist	October 31, 2013	complete
		Post information in a conspicuous place when facilities are out of service	Ongoing, as needed	ongoing
				complete
				complete

For more information on this accessibility plan, please contact us at any of the following:

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Accessible formats of this document are available free upon request.

Last Updated: 12/19/2023