



**ALZHEIMER SOCIETY OF YORK REGION MULTI-YEAR ACCESSIBILITY PLAN
2023 – 2028**



ALZHEIMER SOCIETY OF YORK REGION MULTI-YEAR ACCESSIBILITY PLAN

BACKGROUND

The Accessibility for Ontarians with Disabilities Act (AODA)

The government of Ontario passed the Act in 2005 to remove barriers and make Ontario a welcoming and accessible place for persons with disabilities.

The Act sets out five accessibility standards in five key areas of daily living:

1. Customer service
2. Information and communications
3. Employment
4. Transportation
5. Built environment

Accessibility Standards for Customer Service, Ontario Regulation 429/07

The first Standard was phased in over several years, starting with public sector organizations by January 1, 2010 and January 1, 2012 for all other providers with at least one employee.

The Alzheimer Society of York Region (AS York) complied with the January 1, 2012 deadline with an AODA customer service policy and training program (including online courses) taken by all employees to ensure understanding of the legislation and to help ensure accessible customer service at AS York sites. AS York has since revised its policy in August 2014 to reinforce its commitment to the legislation.

Integrated Accessibility Standards (IAS), Ontario Regulation 191/11

The second Standard on information and communications, employment, and transportation was enacted in 2011. Requirements for this Standard are being phased in. They address how AS York communicates with staff, students and volunteers, clients, and the public. This includes the AS York's website, training and development, and internal and external workplace communications.

Large vs Small Organizations

Under the Customer Service Standard, a large organization is one with 20+ employees, and a small organization is one with less than 20 employees. Under the other four standards, a large organization is one with 50+ employees, and a small organization is one with less than 50 employees. (Employees are defined as those who work for an employer in a full-time, part-time, seasonal, and contract basis.) Dates for compliance vary depending on the size of the organization and in some cases the particular standard. Technically, AS York was originally considered a small organization for the purposes of the Integrated Accessibility Standards (IAS). However, where feasible, AS York elected to meet the earlier target dates for larger organizations, to plan for a potential transition to the larger group, and in the spirit of the legislation.

Multi-Year Plan Requirements

Some of the Requirements of IAS Regulation 191/11 for all organizations are to:

- 4.1 a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- 4.1 b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- 4.1 c) review and update the accessibility plan at least once every five years.

AS York's multi-year plan addresses the deliverables and activities that will be worked on over the next three to five years to fulfill the requirements of the AODA and AS York's commitment to accessibility for all Ontarians. .

The plan sets out high level deliverables which align with legislation, and related activities to meet the deliverables over the next three to five years. The plan will be reviewed annually and adjusted as required.

AS YORK ACCOUNTABILITY

The CEO and the management team are accountable for the development and implementation of an accessibility strategy and providing leadership and expertise.

Management is responsible for providing input and consultation on the identification and removal of barriers relating to goods, services and facilities.

The Quality Safety, and Performance Committee (QSP) will review an annual report, which will address the status and outcomes of deliverables and activities in the multi-year plan. Elements of the plan may be included in the Healthy Workplace Environment (HWE) plan.

AS YORK ACCOMPLISHMENTS

AS York has developed, implemented, and subsequently revised (2015) policies and procedures in compliance with the Customer Service Standard and conducted a preliminary gap analysis for upcoming requirements which is now reflected on the multi-year plan.

AS York delivered on-line training on the Customer Service Standard to all staff, students, and volunteers by 2012, and maintained a record of the training in the Goldcare module and in individual employee files. Since then, online training is provided to all employees.

In addition, Board members receive training on AODA standards.

AS YORK MULTIYEAR PLAN 2023- 2028

Statement of Commitment

Alzheimer Society of York Region believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

This accessibility plan sets out policies and actions that AS York will implement to improve opportunities for people with disabilities in accordance with the requirements set out in the AODA and in the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

High Level Summary

Unison will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Service Disruption

In the event of a service disruption, AS York will notify the public of the service disruptions and alternatives available.

Training

AS York will provide training to staff, students, and volunteers on the AODA, its associated regulations, and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

AS York will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015 and ongoing**:

- Ensure Board members complete the necessary training
- Ensure all staff complete the necessary training
- Ensure all new staff, students, and volunteers complete the necessary training as soon as practicable

Information and communications

AS York will consult with people with disabilities to determine their information and communication needs.

AS York will:

- make all new **websites** and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**, and test, evaluate and redesign the website as necessary to meet the standard.
- make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**, and test, evaluate and redesign the website as necessary to meet the standard. Note: The AS York website is controlled by Alzheimer Canada, and does not yet conform to WCAG 2.0 standards.

AS York will ensure that existing **feedback processes** are accessible to people with disabilities upon request by **January 1, 2015 and ongoing**, and provide various mechanisms for clients to provide feedback, including but not limited to client feedback forms, surveys, and on-line feedback. AS York will regularly evaluate feedback and the effectiveness of the methods used, and take steps to address the issues and concerns.

AS York will take the following steps to make sure all **publicly available information** is made accessible upon request by **January 1, 2016**:

- Post public notices advising clients that they can request information in alternative formats. (Clients are informed through policy and verbally at intake. Notices will be developed to include for clients at intake.
- Upon request provide information in alternative formats.

Accessible Emergency Information

AS York will provide clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Employment

AS York will take the following steps by **January 1, 2016**, to notify the public and staff that, when requested, AS York will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Include a note in the job posting advising prospective internal and external job applicants that accommodations for applicants with disabilities will be provided on request.
- Notify job applicants who are invited to an interview or selection process that accommodations are available on request.
- Consult with job applicants to identify the supports they might need.
- Notify successful applicants of AS York's policies for accommodation.

Accessible Formats and Communication Supports for Employees

By **January 2016**, upon the request of an employee with a disability, AS York will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and for information that is generally available to other employees.

AS York will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Documented Individual Accommodation Plans

AS York will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to work process

AS York will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Consult employees that have been absent due to a disability on the accommodation required
- Together with the employee develop individualized accommodation plans and/or return-to-work plans.
- Monitor and evaluate the implementation of the plans and make any adjustments as necessary.

Performance Management

AS York will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account when using performance management, career development and redeployment processes:

- Amend personnel protocols to ensure the accessibility needs of employees with disabilities needs are taken into account in performance management and career development.
- Educate managers on their obligations in accommodating the needs of employees with disabilities.

Design of Public Spaces

AS York will meet the accessibility standards for the Design of Public Spaces if building or making major modifications to public spaces.

Public spaces include but are not limited to:

- Outdoor public eating areas like rest stops or picnic areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

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AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>Customer Service <i>O. Reg. 429/07: ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i></p>				
<p><u>Establishment of accessibility policies</u></p> <ul style="list-style-type: none"> • Policies, practices and procedures to be consistent with principles re dignity, independence, integration, equal opportunity as set out in O. Reg. 429/07, s. 3 (1-5). 	<ul style="list-style-type: none"> • Develop policies for CEO and Board approval. • Ensured document is in an accessible digital format • Develop strategy to communicate policies to staff, students, volunteers and individuals. 	Mgmt Team	Jan 2012	Complete
<p><u>Use of Service Animals and Support Persons</u></p> <ul style="list-style-type: none"> • Ensure person permitted to enter the premises with the animal and keep animal with him/her unless the animal is excluded by law from premises. O. Reg. 429/07, s. 4 (2). • If a service animal excluded by law ensure other measures available to enable person with disability to obtain, use or benefit from goods or services. O. Reg. 429/07, s. 4 (3). • If person with a disability is accompanied by support person, ensure that both persons are permitted to enter the premises together and that 	<ul style="list-style-type: none"> • Incorporate requirements in policy • Describe in policy the adult day program criteria and requirements deriving from potential risks and impact on attendance of support persons • Policy approval by CEO 	Mgmt		Service animals allowed on site to assist persons with disabilities except where prohibited by law and local health regulations (i.e. kitchen).

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>person with disability is not prevented from having access to support person while on premises. O. Reg. 429/07, s. 4 (4).</p> <ul style="list-style-type: none"> • Provider may require person with disability to be accompanied by support person when on premises, but only if a support person is necessary to protect health or safety of person with disability or the health or safety of others on premises. O. Reg. 429/07, s. 4 (5). • If amount is payable for admission ensure notice given in advance re amount, if any, payable for support person. O. Reg. 429/07, s. 4 (6).Note: currently not applicable • Prepare documents describing policies, practices, procedures re matters governed by section and give copy on request, O. Reg. 429/07, s. 4 (7). 				
<p><u>Notice of service disruptions:</u></p> <ul style="list-style-type: none"> • If there is a temporary disruption give notice of disruption to public. O. Reg. 429/07, s. 5 (1). • Notice must include information re reasons, anticipated duration, 	<ul style="list-style-type: none"> • Include notice requirements in policy and sample notice forms • Managers, CEO to approve policy • Currently notice will be posted at each location 	Mgrs	Jan 2012	Completed

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>and alternative facilities or services where available. O. Reg. 429/07, s. 5 (2).</p> <ul style="list-style-type: none"> • Post notice at conspicuous place on premises, website, or other methods O. Reg. 429/07, s. 5 (3). • Prepare document setting out steps to be taken if temporary disruption and, upon request, shall give copy to person. O. Reg. 429/07, s. 5 (4) 	<p>during time of closure that applies to all persons looking for service.</p> <ul style="list-style-type: none"> • 			
<p><u>Training</u> Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ul style="list-style-type: none"> • All employees and volunteers • All other persons who provide goods, services or facilities on behalf of the organization i.e. every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise • All persons who participate in developing the organization's policies, 	<ul style="list-style-type: none"> • Deliver on-line training on Customer Service Standard to all staff, students, volunteers, and Board members by 2012, maintain training records in Goldcare and/or HR Downloads, individual employee files. • Deliver on-line training on Customer Service Standard to <i>new</i> staff, students, volunteers, and Board members 2013 and ongoing, maintain training records in Goldcare, individual employee files. • Post notice of policy on website and provide information in client packages 	Mgrs	Jan 2012	<ul style="list-style-type: none"> • Training completed and ongoing • Notices posted on website (policy) • Notice to clients of availability of documents and feedback/further information offered verbally and, to be included in client package; in progress • Service brochure/slip to include reference to policy and feedback options/forms; forms can be left in pockets or stands in reception areas/by doors ;in progress • Training (including online) completed, tracked in Goldcare, and now HR Downloads • AODA training to be added to annual Training and Education Plan (November 2015), ongoing • Outline of elements covered in training i.e. legislation and policy to be included in training and

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>practices, procedures governing the provision of goods and services to persons with disabilities; to members of the public or other third parties. O. Reg. 429/07, s. 6 (1).</p> <p>Training to include:</p> <ul style="list-style-type: none"> • Purpose of act and policies, procedures and practices surrounding the legislation. • Instructions on how to: <ul style="list-style-type: none"> ➤ interact/communicate with customers with various types of disabilities; ➤ interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; ➤ use equipment or devices that are available at your premises or that may assist customers with disabilities; • Requirements set out in O. Reg. 429/07, s. 6 (2). • Training to be provided as soon as practicable after person assigned duties. O. Reg. 429/07, s. 6 (3). 	<ul style="list-style-type: none"> • DVD training (Municipality of York) provided to SWs) • In GPA training, some elements of AODA also included • Participants in day program often require use of mobility aids, hearing aids and occasionally oxygen. Day program staff is accustomed to accommodating these devices and are trained in the use and administration. Specialty devices may be required and staff will receive advice and training of these devices from family members. • Prepare a document describing training policy, include summary of contents of training and details of when training is to be provided • AODA Online Customer Service Training Summary <ul style="list-style-type: none"> ➤ condensed version of AODA ➤ general awareness training 			<p>education plan (November 2015), see summary in column to left of online training, plus included in staff summary memo, plus incorporate training covered for Discrimination and Harassment Policy</p> <ul style="list-style-type: none"> • Training for Board members 2015/2016 and ongoing

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> • Training to be provided on an ongoing basis re changes to the policies, practices, procedures O. Reg. 429/07, s. 6 (4). • Prepare a document describing training policy, include summary of contents of training and details of when training is to be provided. O. Reg. 429/07, s. 6 (5). • Keep records of training including dates provided and the number of individuals to whom it is provided. O. Reg. 429/07, s. 6 (6). 	<ul style="list-style-type: none"> ➤ AODA Customer Service Standard Legislation ➤ Interacting and communicating with individuals with various disabilities ➤ Understanding service disruptions and feedback 			
<p><u>Feedback Process</u></p> <ul style="list-style-type: none"> • Establish process for receiving and responding to feedback about the manner in which goods or services are provided to persons with disabilities, and make information about process readily available to public O. Reg. 429/07, s. 7 (1). • Process must permit persons to provide feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or 	<p>Post notice of policy on website and provide information in client packages? re feedback and access to documents see a</p>		<p>2012</p>	<ul style="list-style-type: none"> • Notices and client feedback form posted on website (explained verbally, in policy appendices) • Notice to clients of availability of documents and feedback form /further information, to be included in client package; in progress • Service brochure/slip to include reference to policy and feedback options/forms; forms can be left in pockets or stands in reception areas/by doors in progress • Complaints policy in effect

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>otherwise. O. Reg. 429/07, s. 7 (2).</p> <ul style="list-style-type: none"> • Notification to the public about the availability of accessible formats and communication supports is required. • Process must specify the actions that provider must take if complaint is received. O. Reg. 429/07, s. 7 (3). • Prepare document describing feedback process and, upon request, give copy to person. O. Reg. 429/07, s. 7 (4). 				
<p><u>Availability of Documents and Accessible Formats</u></p> <ul style="list-style-type: none"> • Provide notice that documents required by this Regulation are available upon request. O. Reg. 429/07, s. 8 (1). • Notice may be given by posting the information at conspicuous place on premises, on website, or methods O. Reg. 429/07, s. 8 (2). • If required to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's 	<ul style="list-style-type: none"> • Include requirement for AS York to comply with legislative requirements re notice and re request by individuals in policy • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ➢ In a timely manner that takes into account the person's accessibility needs; ➢ At a cost that is no more than the regular cost charged to other persons. 			<ul style="list-style-type: none"> • Notices posted on website (policy) • Notice to clients of availability of documents and feedback/further information, to be included in client package; in progress • Service brochure to include reference to policy and feedback options/forms; forms can be left in pockets or stands in reception areas/by doors ; in progress • Preprinted brochures and website are provided in true type font only. • A new website for AS York was launched in September 2012 that is compliant with accessibility standards. This includes compatibility with screen readers and larger font sizes for vision impairments. (Currently does not

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
disability. O. Reg. 429/07, s. 9 (1). • The provider and the person with a disability may agree upon the format to be used for the document or information. O. Reg. 429/07, s. 9 (2).	<ul style="list-style-type: none"> • Consult with the person making the request to determine the suitability of an accessible format or communication support • Website in accessible format • Post notice on website and include reference in service brochure • 			fully conform, AC Canada controls website) In progress
<u>Accessibility Report</u> File report re accessibility standard for customer service. S. 11, O. Reg. 415/12, s. 1.			2012 2023	Completed
<p>General : Part 1 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under <i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i></p>				
<u>Establishment of Accessibility Policies</u> <ul style="list-style-type: none"> • Develop, implement, maintain policies re how organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. O. Reg. 191/11, s. 3 (1). • Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet accessibility needs in a timely manner in policies. 	<ul style="list-style-type: none"> • AS York elects to incorporate commitment to meet needs in a timely manner in areas such as information and communication • Develop, implement and maintain policies that set out activities to meet the IASR requirements and become more accessible. • CEO to approve • QSP to review policies • Ensure document is in an accessible digital format 	Finance, HR	Jan 2015	Policies completed Statement of commitment completed and posted Some coverage of standards already included in on-line training Training for new standards and new policy to be completed January 2016, and ongoing.

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>O. Reg. 191/11, s. 3 (2). Note: not applicable</p> <ul style="list-style-type: none"> Prepare one or more written documents describing policies; and make the documents publicly available, and provide them in an accessible format upon request. O. Reg. 191/11, s. 3 (3). For small organizations, January 1, 2015. O. Reg. 191/11, s. 3 (4). 	<ul style="list-style-type: none"> Communicate policies to staff, volunteers and individuals. 			
<p><u>Accessibility Plans</u></p> <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan, outlining strategy to prevent and remove barriers and meet requirements under this Regulation; Post plan on website, provide plan in accessible format on request; Review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1). For large organizations, January 1, 2014. O. Reg. 191/11, s. 4 (4). Not mandatory for AS York at this time 	<ul style="list-style-type: none"> AS York elects to develop, implement, and maintain a multi-year plan to extent reasonable (not mandatory) 5 - year plan to outline strategic direction to prevent and remove barriers, post plan (tbd) and make accessible. Seek regular input from managers To be approved by CEO QSP to review Prepare annual status report on portions of the plan that are completed or being implemented for QSP on annual basis (tbd) 	Finance, HR, Mgrs	N/A	<ul style="list-style-type: none"> Draft plan completed (September 2015), updated September 2023 Pending CEO approval To be reviewed by QSP Committee Ongoing

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p><u>Procuring or acquiring goods, services or facilities</u></p> <ul style="list-style-type: none"> Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 4 (1). If it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation. O. Reg. 191/11, s. 5 (2); O. Reg. 413/12, s. 4 (2). Note: N/A at this point 	<ul style="list-style-type: none"> AS York elects to consider and incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, when it is practicable to do so Update procurement process and policy with requirements for accessibility features. CEO to approve Plan purchase of new equipment with added accessibility features where possible Accessibility accommodations integrated into the purchasing process 	Finance, IT	N/A Target 2016?	Current purchasing practice takes into account accessibility options, subject to cost and need. Policies to be reviewed and updated to reflect current practice in 2016/2017.
<p><u>Self-service kiosks</u></p> <ul style="list-style-type: none"> O. Reg. 191/11, s. 6: 	N/A	N/A	N/A	N/A
<p><u>Training</u></p> <ul style="list-style-type: none"> Provide training on requirements of accessibility standards in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, (a) all employees, and volunteers; 	<ul style="list-style-type: none"> Provide training on IAS standards and on Human Rights Code Options include: <ul style="list-style-type: none"> ➤ online training for IAS and/or Code ➤ in person training of Code provisions as set out in Code and covered in 	Finance, HR	Jan 2016	<ul style="list-style-type: none"> Completed Training conducted on Discrimination and Harassment Policy with Code Provisions in May 2015 Utilize Online Training for Understanding Human Rights Training – AODA Edition - (see below) completed/reviewed training January 2016, ongoing

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>(b) all persons who participate in developing the organization’s policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1).</p> <ul style="list-style-type: none"> • Training on requirements of standards and on <i>Human Rights Code</i> must be appropriate to duties of employees, volunteers and other persons. O. Reg. 191/11, s. 7 (2). • Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 191/11, s. 7 (3). • Provide training re any changes to policies described in section 3 on an ongoing basis. O. Reg. 191/11, s. 7 (4). • Keep record of training, including dates provided and number of individuals to whom it is provided. O. Reg. 191/11, s. 7 (5). • Meet the requirements of this section in accordance with the following schedule: For small organizations, January 1, 2016. O. Reg. 191/11, s. 7 (6). 	<p>Discrimination and Harassment Policy</p> <ul style="list-style-type: none"> • Maintain training record • Update and review AODA polices as required • Utilize online training i.e. <i>Understanding Human Rights Training— AODA Edition</i> (28 minutes) <ul style="list-style-type: none"> ➢ Reviews Ontario Human Rights Code ➢ Explains key components of Human Rights in Ontario ➢ Explains how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA) 			

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p><u>Exemption from filing accessibility reports</u> Small organizations exempted from requirement to file accessibility reports under section 14 of Act with respect to accessibility standards in this Regulation. O. Reg. 191/11, s. 8 (1). (consistent with a phased approach to implementing the Act, allows exempted obligated organizations to focus efforts/resources on complying with standards. O. Reg. 191/11, s. 8 (2).</p>	<p>AS York to continue to prepare annual progress reports, and to be prepared in the event of transition to large organization status under Act.</p>		<p>N/A</p>	
<p>Information and Communication : Part 2 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under <i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i></p>				
<p><u>Definitions and Exceptions</u></p> <ul style="list-style-type: none"> • These standards don't apply to the following: <ol style="list-style-type: none"> 1. Products and product labels, except as specifically provided by this Part. 2. Unconvertible information or communications. 3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. <p>O. Reg. 191/11, s. 9 (2).</p>	<p>Timelines not applicable in this section.</p>			

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> If information or communications are unconvertible, provide requestor with explanation re why information or communications are unconvertible, and summary of the unconvertible information or communications. O. Reg. 191/11, s. 9 (3). For purposes of this Part, information or communications are unconvertible if it is not technically feasible to convert the information or communications; or the technology to convert is not readily available. O. Reg. 191/11, s. 9 (4). 				
<p><u>Feedback</u> Ensure processes for receiving and responding to feedback are accessible by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1). Notify public re availability of accessible formats and communication supports. O. Reg. 191/11, s. 11 (3). For small organizations, January 1, 2016. O. Reg. 191/11, s. 11 (4).</p>	<ul style="list-style-type: none"> Ensure accessible process for receiving and responding to feedback Requirements essentially the same as those for Customer Service Standards Post notice of policy on website and provide information in client packages? re feedback and access to documents Provide or arrange for accessible formats and 	Finance, HR	Jan 2016	<ul style="list-style-type: none"> Notices posted on website Notice to clients of availability of documents and feedback/further information, to be included in client package; in progress Service brochure to include reference to policy and feedback options/forms; forms can be left in pockets or stands in reception areas/by doors ;in progress Complaints policy in effect

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
	<p>communications supports, upon request.</p> <ul style="list-style-type: none"> • Monitor and evaluate feedback. • Provide updates to QSP 			
<p><u>Accessible Formats and Communication Support</u></p> <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ➤ In a timely manner that takes into account the person's accessibility needs; ➤ At a cost that is no more than the regular cost charged to other persons. • Consult with the person making the request to determine the suitability of an accessible format or communication support • Notify public re availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (1 - 3). • For small organizations, January 1, 2017. O. Reg. 191/11, s. 12 (5). 	<ul style="list-style-type: none"> • AS York to post availability and make effort to meet individual requests prior to due date and in accordance with due dates for large organizations (January 2016) in the event of transition to large organization status under Act. • Formats and communication supports, in a timely manner that cost no more than are offered to others • Provide or arrange for supports, upon request and in consultation with the person. • Notify the public about accessible formats and communication supports that may be available Examples: <ul style="list-style-type: none"> ➤ HTML and Word ➤ Braille 	<p>Finance, HR, Mgrs</p>	<p>Jan 2017</p>	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
	<ul style="list-style-type: none"> ➤ Audio formats ➤ Large print ➤ Text transcripts ➤ Reading information aloud ➤ Written notes ➤ Note taker or communication assistant ➤ Captioning or audio description ➤ Assistive listening systems ➤ Augmentative communication methods (letter, word or picture boards; speaking devices) ➤ Sign language ➤ Repeating, or clarifying 			
<p><u>Emergency procedure, plans or public safety information</u></p> <ul style="list-style-type: none"> • If organization prepares emergency procedures, plans or public safety information and makes the information available to the public, provide information in accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1). 	<ul style="list-style-type: none"> • AS York does not generally provide emergency procedures to the public, so section not generally applicable. • AS York to provide emergency plans and procedures upon request in accessible format or with appropriate communication supports, as soon as practicable, if requested. 		Jan 2012	Complete

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> Meet the requirements of this section by January 1, 2012. O. Reg. 191/11, s. 13 (2). 				
<p><u>Accessible websites and web content</u></p> <ul style="list-style-type: none"> All websites and web content Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially O. Reg. 191/11, s. 14 (2); By January 1, 2014, <i>new</i> internet websites and web content on those sites must conform with WCAG 2.0 Level A for large organizations Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. By January 1, 2016, <i>all</i> internet websites and web content must conform with WCAG 2.0 Level AA; Note: for large organizations Jan 2016 By January 1, 2021, all internet websites and web content must conform 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). O. Reg. 191/11, s. 14 (4). 	<ul style="list-style-type: none"> Requirement dates range between 2014 to 2016 AS York website compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. (2014) 		Jan 2016	Current Website not fully compliant..in progress subject to AC constraints

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<u>Educational and Training Resources or Materials</u> • O. Reg. 191/11, s. 15 (1 - 3). Note: Not educational/training inst.	N/A		N/A	N/A
<u>Training to Educators</u> • O. Reg. 191/11, s. 16 (1 - 4). Note: Not educational/training inst.	N/A		N/A	N/A
<u>Producers of educational or training material</u> • O. Reg. 191/11, s. 17 (1 - 3).	N/A		N/A	N/A
<u>Libraries of educational and training institutions</u> • O. Reg. 191/11, s. 18 (1).	N/A		N/A	N/A
<u>Public libraries</u> • O. Reg. 191/11, s. 19 (1).	N/A		N/A	N/A
Employment Standards : Part 3 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under <i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i>				
<u>Schedule</u> Unless otherwise specified employers to meet requirements in accordance with the following schedule: • For large organizations, January 1, 2016 . • For small organizations, January 1, 2017 . O. Reg. 191/11, s. 21.				
<u>Recruitment, general</u> Notify employees and public re the availability of accommodation for applicants with disabilities in	• Make every effort to comply prior to due date	Finance, HR	Jan 2017	Completed • In postings, interviews as required, letters of offer.

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
recruitment processes. O. Reg. 191/11, s. 22.	<ul style="list-style-type: none"> Notify all applicants about accommodations for people with disabilities During recruitment, all applicants are made aware of the availability of accommodations. 			
<p><u>Recruitment, assessment or selection process</u> During process, notify applicants, when selected to participate in an assessment/selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1). If selected applicant requests an accommodation, consult with applicant and provide or arrange for provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2).</p>	<ul style="list-style-type: none"> Notify applicants contacted for interview that accommodations are available upon request, and in manner that takes into account applicant's accessibility needs. Notify all applicants being interviewed that AS York provides accommodations, in a manner that takes into account their disabilities. 	Finance, HR	Jan 2017	Completed
<p><u>Notice to successful applicants</u> Every employer shall, when making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities O. Reg. 191/11, s. 24.</p>	<ul style="list-style-type: none"> At the offer of employment, successful applicants must be notified re AS York's policies of accommodation. 	Finance, HR	Jan 2017	Completed
<p><u>Informing employees of supports</u></p> <ul style="list-style-type: none"> Inform all employees of policies used to support employees with 	<ul style="list-style-type: none"> Provide current policies on disabilities and information re AS York 	Finance, HR	Jan 2017	Completed

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>disabilities (including, but not limited to, policies re job accommodations)</p> <ul style="list-style-type: none"> • Provide information to new employees as soon as practicable after beginning employment. • Provide updated information to re changes to policies re provision of job accommodations that take into account an employee's accessibility needs due to disability • O. Reg. 191/11, s. 25 (1 - 3). 	<p>supports as soon as practicable after employment</p> <ul style="list-style-type: none"> • Notify employees whenever there is a change to policies or accommodations. 			
<p><u>Accessible formats and communication supports for employees</u></p> <ul style="list-style-type: none"> • If employee with disability requests it, consult with employee to provide or arrange for the provision of accessible formats and communication supports for Information to perform job, and Information that is generally available to employees in workplace • Consult with employee in determining suitability of an accessible format or communication support. <p>O. Reg. 191/11, s. 26 (1 - 2).</p>	<ul style="list-style-type: none"> • Employees are consulted on their needs for accessible formats and communication supports. 	Finance, HR, Mgr	Jan 2017	Ongoing

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p><u>Workplace emergency response information</u></p> <ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. If an employee who receives individualized workplace emergency response information (IWRI), requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee • Provide information required under this section as soon as practicable after becoming aware of need for accommodation • Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization, their overall 	<ul style="list-style-type: none"> • Provide individualized workplace emergency response information (IWRI), where AS York is aware of the need for accommodation, as soon as is practicable after becoming aware of the need. • Provide information to the employee or designate (with employee's consent, to person designated by AS York to provide assistance to the employee). • Review IWRI after a location move; when accommodations needs or plans are reviewed; or when AS York reviews its emergency response policies. • Manager explores emergency procedures for site/location and integrates that accommodation in the site/location's Emergency Plan. 	<p>Finance, HR, Mgr</p>	<p>Jan 2012</p>	<ul style="list-style-type: none"> • No requests to date (2023)

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>accommodations needs or plans are reviewed, and when employer reviews its general emergency response policies.</p> <ul style="list-style-type: none"> • O. Reg. 191/11, s. 27 (1 - 4). • Every employer shall meet the requirements of this section by January 1, 2012. O. Reg. 191/11, s. 27 (5). 				
<p><u>Documented Individual Accommodation Plans (IAPs)</u></p> <ul style="list-style-type: none"> • Employers, other than employers that are small organizations, shall develop written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1). • The process for the development plans to include: <ul style="list-style-type: none"> ➤ The manner in which an employee requesting accommodation can participate in development of plan ➤ Means by which the employee is assessed on an individual basis; ➤ The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in 	<ul style="list-style-type: none"> • Develop written process for the development of documented IAPs for employees, which includes: <ul style="list-style-type: none"> ➤ Employee participation ➤ Employee assessment. ➤ Requests for outside evaluation (at AS York expense) on how and whether accommodation can be achieved. ➤ How to request workplace representation ➤ Privacy protocols. ➤ Updating schedule ➤ Protocols for informing employees why request for IAP is denied, ➤ Protocol for providing IAP in appropriate accessible format. ➤ If requested information on accessible formats 	Finance, HR, Mgr	Jan 2017	Completed

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>determining if accommodation can be achieved and, if so, how it can be achieved</p> <ul style="list-style-type: none"> ➤ The manner in which the employee can request participation of a bargaining agent representative in the development of the plan, where the employee is represented by a bargaining agent, or other representative from the workplace, in development of the accommodation plan. ➤ Steps to protect privacy of employee's personal information ➤ Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done ➤ If a plan is denied, the manner in which the reasons for the denial will be provided to the employee ➤ The means of providing the plan in a format that takes into account the employee's accessibility needs • Plans shall: <ul style="list-style-type: none"> ➤ if requested, include information regarding accessible formats 	<p>and communication supports</p> <ul style="list-style-type: none"> ➤ If required, individualized workplace emergency response information ➤ Other accommodations provided 			

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>and communications supports provided, as described in S. 26</p> <ul style="list-style-type: none"> ➤ if required, include individualized workplace emergency response information, as described in S. 27; and ➤ identify any other accommodation that is to be provided. <ul style="list-style-type: none"> • O. Reg. 191/11, s. 28 (1 - 3). 				
<p><u>Return to Work Process</u> Every employer, other than an employer that is a small organization, shall:</p> <ul style="list-style-type: none"> • Develop and have in place a return to work process for employees absent from work due to a disability and require disability-related accommodations in order to return to work; and • Outline the steps employer will take to facilitate return to work of employees who were absent because their disability required them to be away from work • Use documented individual accommodation plans as set out in S. 28, as part of process • O. Reg. 191/11, s. 29 (1 - 3). 	<ul style="list-style-type: none"> • Develop, implement and document the steps in a return to work process where absenteeism is due to a disability that requires disability-related accommodations. • This process does not replace or override any other return to work process created by or under any statute 	HR, Mgr	Jan 2017	Completed
<p><u>Performance management</u></p>	<ul style="list-style-type: none"> • Consider accessibility needs, and IAPs of 	HR, Mgr	Jan 2017	Completed, ongoing

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities. O. Reg. 191/11, s. 30 (1). 	<p>employees with disabilities when assessing performance, productivity and effectiveness during performance management process</p>			
<p><u>Career development and advancement</u></p> <ul style="list-style-type: none"> Take into account accessibility needs of employees with disabilities, and individual accommodation plans, when providing career development and advancement O. Reg. 191/11, s. 31 (1). 	<ul style="list-style-type: none"> Take accessibility needs and IAPs into account when considering greater responsibilities at current position, moving to position higher in pay, level, or responsibilities; or any combination or career development and advancement of employees with disabilities. 	HR, Mgr	Jan 2017	Ongoing
<p><u>Redeployment</u></p> <ul style="list-style-type: none"> An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. O. Reg. 191/11, s. 32 (1 - 2). <p>Note: In this section,</p>	<p>Consider accessibility needs and IAPs of employees with disabilities when redeploying, reassignment as an alternative to layoff, when a job or location changes.</p>	HR, Mgr	Jan 2017	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>				
<p>Transportation Standards : Part 4 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under <u>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</u> Transportation Standards refer to: bus, commuter rail, inter-city rail, light rail, subways, streetcars, taxicabs, ferries, transit buses and organizations that provide transportation services such as; hospitals, public school boards, colleges and universities. Conventional Transportation Services are considered public passenger transportation services such as transit buses, motor coaches or rail-based transportation i.e. the Toronto Transit Commission (TTC) Specialized Transportation Services are considered specialized transportation services that are available to the public, designed to transport persons with disabilities, are provided by a designated public sector organization i.e. TTC’s Wheel-trans, or YRT in York</p>				
<p><u>Conventional and Specialized Transportation Service Providers, General</u>, s. 39 – 40.</p> <p><u>Conventional and Specialized Transportation Service Providers, Accessibility Plans</u> s. 41 – 43</p> <p><u>Conventional Transportation Service Providers, General</u> s. 44 – 52.</p> <p><u>Conventional Transportation Service Providers, Technical Requirements</u> s. 53 – 62.</p>	<ul style="list-style-type: none"> Standards not applicable to AS York (tbc) AS York continues to refer clients to YRT services, encourage family to drive, and taxis as appropriate 	N/A	N/A	N/A

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<u>Specialized Transportation Service Providers s. 63 - 74.</u> <u>Other Transportation Services</u> O. Reg. 191/11, s. 75 – 77.				
Duties of Municipalities and Taxicabs O. Reg. 191/11, s. 80 (1 – 5)		N/A	N/A	N/A
Design Of Public Spaces Standards (Accessibility Standards For The Built Environment: Part 4.1 O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS Under <i>Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11</i>				
<u>Definitions, Application and Schedule</u> <ul style="list-style-type: none"> • “off-street parking facilities” includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities • Except as otherwise specified, applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. O. Reg. 413/12, s. 6. • Obligated organizations will meet requirements in accordance with the following schedule: 			Jan 2018	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> For large organizations, January 1, 2017. For small organizations, January 1, 2018. O. Reg. 413/12, s. 6. 				
<u>Recreational Trails and Beach Access Routes, General</u> S. 80 and O. Reg. 413/12, s. 6.		N/A	N/A	N/A
<u>Outdoor Public Use Eating Areas</u> <ul style="list-style-type: none"> Applies to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6. Areas to which subsection applies consist of tables found in public areas, such as in public parks, on hospital grounds and on university campuses, and are specifically intended for use by the public as a place to consume food. O. Reg. 413/12, s. 6. 	No public eating areas	N/A	N/A	N/A
<u>Outdoor Play Spaces</u>		N/A	N/A	N/A
<u>Exterior Paths of Travel</u> <ul style="list-style-type: none"> Applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways 	Does not apply at this time	N/A	Jan 2018	N/A

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p> <ul style="list-style-type: none"> Does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the <i>Building Code Act, 1992</i>. O. Reg. 413/12, s. 6. Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6. 				
<p><u>Exterior paths of travel, general obligation</u></p> <ul style="list-style-type: none"> Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6. 	Does not apply at this time	N/A	Jan 2018	N/A
<p><u>Exterior paths of travel, technical requirements</u></p>	Does not apply at this time	N/A	Jan 2018	N/A

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements O. Reg. 413/12, s. 6. 				
<u>Exterior paths of travel, ramps</u> <ul style="list-style-type: none"> Ramp must meet the following requirements... O. Reg. 413/12, s. 6. 	Does not apply at this time	N/A	Jan 2018	N/A
<u>Exterior paths of travel, stairs</u> <ul style="list-style-type: none"> Where stairs connect to exterior paths of travel, the stairs must meet the following requirements...S. 80.24, O. Reg. 413/12, s. 6. 	Does not apply at this time	N/A	Jan 2018	N/A
<u>Exterior paths of travel, curb ramps</u> <ul style="list-style-type: none"> Curb ramp must align with the direction of travel and meet following requirements... O. Reg. 413/12, s. 6. 	Does not apply at this time	N/A	Jan 2018	N/A
<u>Exterior paths of travel, accessible pedestrian signals</u> <ul style="list-style-type: none"> O. Reg. 413/12, s. 6. N/A 	N/A	N/A	Jan 2018	N/A
<u>Exterior paths of travel, rest areas</u> <ul style="list-style-type: none"> When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated 	Does not apply at this time	N/A	Jan 2018	N/A

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>organizations, other than small organizations, shall consult on the design and placement of rest areas ...</p> <ul style="list-style-type: none"> O. Reg. 413/12, s. 6. N/A 				
<p><u>Exceptions, general</u> Exceptions to the requirements that apply to exterior paths of travel are permitted where obligated organizations, other than small organizations, can demonstrate one or more of the following... O. Reg. 413/12, s. 6. N/A</p>	<p>Does not apply at this time</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p><u>Accessible Parking</u> <u>Application, off-street parking</u></p> <ul style="list-style-type: none"> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. S.80.32, O. Reg. 413/12, s. 6. 	<p>Confirmed that currently does not apply</p> <p><u>Types of Spaces and Access Aisles</u></p> <ul style="list-style-type: none"> Ensure that any <i>newly constructed or redeveloped</i> off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities: <ul style="list-style-type: none"> ➤ Type A – Parking space with a minimum width of 3.4 m; and ➤ Type B – Standard parking space with a minimum width of 2.4 mm. 		<p>Jan 2018</p>	<p>N/A</p>

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
	<ul style="list-style-type: none"> • Access to be provided for all accessible parking spaces and meet requirements of the <i>Integrated Accessibility Standards</i>, section 80.35. <p><u>Minimums</u></p> <ul style="list-style-type: none"> • Ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the <i>Integrated Accessibility Standards</i>, section 80.36. <p><u>Signage</u></p> <ul style="list-style-type: none"> • Ensure that proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility. 			
<u>Types of accessible parking spaces</u>	Confirm that currently does not apply		Jan 2018	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<ul style="list-style-type: none"> • Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities: • Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”. • Type B, a standard parking space which has a minimum width of 2,400 mm. S. 80.34, O. Reg. 413/12, s. 6. 	See above			
<p><u>Access aisles</u></p> <ul style="list-style-type: none"> • Access aisles (the space between parking spaces that allows persons with disabilities to get in and out of their vehicles), must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities. • Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements: <ol style="list-style-type: none"> 1. They must have a minimum width of 1,500 mm. 2. They must extend the full length of the parking space. 	<p>Confirm that currently does not apply See above</p>		Jan 2018	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface. S. 80.35, O. Reg. 413/12, s. 6.</p>				
<p><u>Minimum number and type of accessible parking spaces</u> Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements..... S. 80.36, O. Reg. 413/12, s. 6.</p>	<p>Confirm that currently does not apply See above</p>		<p>Jan 2018</p>	
<p><u>Signage</u> Ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the <i>Highway Traffic Act</i>. O. Reg. 413/12, s. 6.</p>	<p>Confirm that currently does not apply See above</p>		<p>Jan 2018</p>	
<p><u>Exception</u></p> <ul style="list-style-type: none"> An exception to the required minimum number of parking spaces for the use of persons with disabilities is permitted where an obligated organization 	<p>Does not currently apply</p>		<p>Jan 2018</p>	

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>can demonstrate that it is not practicable to comply with the requirement because existing physical or site constraints prevent it from meeting the required ratio, such as where the minimum width for parking spaces for persons with disabilities or access aisles cannot be met because of existing pay and display parking meters, surrounding curb edges, walkways, landscaping or the need to maintain a minimum drive aisle width. S. 80.38, O. Reg. 413/12, s. 6.</p>				
<p><u>On-street parking spaces</u> S. 80.39;</p>		N/A	N/A	NA
<p><u>Obtaining Services Application</u></p> <ul style="list-style-type: none"> Meet the requirements in respect of the following: <ol style="list-style-type: none"> All newly constructed service counters and fixed queuing guides. All newly constructed or redeveloped waiting areas. 			Jan 2018	
<p><u>Service counters</u></p> <ul style="list-style-type: none"> When constructing new service counters, which includes replacing existing service counters, the following requirements must be met: 	<ul style="list-style-type: none"> Does not currently apply When constructing or replacing any service counters, ensure that at least one (1) counter is made accessible in 		Jan 2018	No new counters

AS YORK MULTI-YEAR ACCESSIBILITY PLAN 2012 - 2017

Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
<p>1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</p> <p>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</p> <p>(2) The service counter that accommodates mobility aids must meet the following requirements:</p> <p>1. The countertop height must be usable by a person seated in a mobility aid.</p> <p>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</p> <p>3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. S. 80.41, O. Reg. 413/12, s. 6.</p>	<p>accordance with the <i>Integrated Accessibility Standards</i>, section 80.41</p>			
<p><u>Fixed queuing guides</u></p> <ul style="list-style-type: none"> When constructing new fixed queuing guides, the following requirements must be met: <p>1. Guides must provide sufficient width to allow for the passage of</p>	<p>Confirmed that does not currently apply</p> <ul style="list-style-type: none"> When constructing new fixed queuing guides, ensure that they are 		Jan 2018	

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mobility aids and mobility assistive devices. 2. Guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. The guides must be cane detectable. S. 80.42, O. Reg. 413/12, s. 6.	made accessible to people with various disabilities in accordance with the <i>Integrated Accessibility Standards</i> , section 80.42 .			
<u>Waiting areas</u> <ul style="list-style-type: none"> When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. For this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. S. 80.43, O. Reg. 413/12, s. 6. 	Confirmed that does not currently apply <ul style="list-style-type: none"> When constructing or redeveloping an existing waiting area, ensure that a minimum of 3% of the seating is made accessible. Ensure that there will be at least one (1) accessible seat. 		Jan 2018	
<u>Maintenance of accessible elements</u> <ul style="list-style-type: none"> In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 	Does not apply Where feasible, AS York will make every effort to ensure that the multi-year accessibility plan addresses: <ul style="list-style-type: none"> Preventive and emergency maintenance procedures for the 		2018	

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Accessibility Requirement	Activities and Resources	Lead(s)	Due Date	Status: Complete, In Progress, Ongoing
1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. S. 80.44, O. Reg. 413/12, s. 6.	accessible elements in public spaces; and <ul style="list-style-type: none"> • Procedures for temporary disruptions to accessible elements 			