
Multi-Year Accessibility Plan Requirement

[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

Sample Plan

Message from the CEO

Introduction

[Pathways to Independence](#) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities and is committed to providing access to our programs and services in ways that take into account their disabilities and specific requirements for the provision of service. This policy is inclusive of the general requirements that apply across the five standards of Customer Service, Information & Communications, Employment, the Built Environment and Transportation as identified in the Act.

In keeping with this legislative requirement and with CARF accreditation standards, Pathways will establish, implement, maintain and document a multi-year plan outlining its strategy to prevent and remove barriers. The plan will be posted on the Pathways website and it will be provided in an accessible format upon request. The plan will be reviewed and updated annually in keeping with CARF and AODA ISAR requirements. The plan will be available in the Pathways Annual Management Report.

[Pathways to Independence](#)

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

[Pathways to Independence](#)

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated annually and is reviewed quarterly.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the

Policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

Customer Service

Pathways remains in compliance with the Customer Service Standard. New employees are trained in the customer service requirements upon hire in policy updates as required. Feedback regarding the way Pathways provides goods and services to people with disabilities can be made in person, verbally, by email, or on the agency website. Feedback may be provided to the Chief Executive Officer or designate who will ensure that the appropriate actions are taken to respond or resolve any issue presented.

Information and Communications

Detail actions and list initiatives from past years.

Pathways will provide goods & services and communicate with people with disabilities in ways that takes into account their disability. Depending upon the need, this may include but is not restricted to use of communication devices and media such as large print, TTY machines, use of American Sign Language (ASL), telephony services or email. Pathways website is compliant with accessibility design standards.

Employment

Detail actions and list initiatives from past years.

Pathways employs people with disabilities. Accessibility notices are attached to each job posting, and accommodations made for potential employees upon request. Upon hire, new employees requiring accommodations are supported. Examples include: information is provided in easy to understand policies, job related training is provided in multiple formats to ensure understanding is achieved. Supported individuals work with a job coach when needed.

Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Pathways will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impractical to do so.

Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

n/a

Training

List initiatives from past years, if applicable.

Pathways will ensure that employees with disabilities who require workplace accommodation due to their disability will have a documented accommodation plan. Pathways provides training to all employees upon hire who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of policies, practices and procedures. Training includes understanding of the OHRC and AODA legislation.

Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Pathways worksites that are open to the public are accessible, including ramps and elevators. The majority of Pathways worksites are not open to the public.

Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

NA- Pathways does not provide transportation services to the public. However, Pathways supported individuals are transported in accessible vehicles where required.

Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Pathways to Independence

Name of Organization

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

Pathways continues to provide training to all new hires and volunteers on AODA and our Accessibility plan and policy.
Timeline: Upon hire and ongoing.

We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We welcome support persons who accompany a person with a disability. The support persons role will be respected and they will be included based on the needs or expressed wishes of the person with a disability. Fees will not be charged for a support person accompanying a person with a disability to any Pathways event or program. **Timeline: Current practice and ongoing as required.**

Information and Communications

Pathways to Independence

Name of Organization

List the initiatives your organization is planning and specify the timeframe for each.

Pathways will provide goods & services and communicate with people with disabilities in ways that takes into account their disability. Depending upon the need, this may include but is not restricted to use of communication devices and media such as large print, TTY machines, use of American Sign La Pathways will provide customers and members of the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption its anticipated duration and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters, on the website and related social media and in the event of urgent circumstances on local radio stations.

Pathways website will be reviewed on a regular basis to ensure it continues to meet all accessibility standards.
Timeline: Current practice and ongoing.

Pathways to Independence

Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

Pathways will ensure that human resources processes are supportive of people with a disability. These processes include but are not limited to; recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and deployment. Supportive employment related processes and tools will be developed & implemented in accordance with the collective agreement.

Timeline: Current practice and ongoing.

Pathways community employment program works with local business to secure employment opportunities for people with developmental disabilities. This program will continue to sources opportunities for the people we support.

Timeline: Current practice and ongoing.

Procurement

Pathways to Independence

Name of Organization

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

Pathways will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impractical to do so.

Self-service kiosks

Pathways to Independence

Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

n/a

Training

Pathways to Independence

Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

Training on OHRC and AODA will continue to be provided to all new employees upon hire.

Timeline: Current practice and ongoing.

Training continues to be provided to employees to support people with disabilities based on their needs and requirements. Examples include, Brain Basics, Mental Health First Aid, Trauma informed care, Safety Care, Crisis Prevention.

Timeline: upon hire, as needed based on position, and recertification requirements of annually or bi-annually as identified.

Pathways identified the need to provide training on mental health supports as they contribute to situations of homelessness in our local communities. Sessions provided digitally, and available for all employees to participate.

Timeline: January 2023 and ongoing.

Design of Public Spaces

Pathways to Independence

Name of Organization

Pathways worksites that are open to the public are accessible, including ramps and elevators. The majority of Pathways worksites are not open to the public.

Pathways to Independence

Name of Organization

Transportation

Pathways to Independence

Name of Organization

NA- Pathways does not provide transportation services to the public. However, Pathways supported individuals are transported in accessible vehicles where required.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

N/A - Pathways does not provide transportation services to the public. However, Pathways supported individuals are transported in accessible vehicles where required.

Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

- Notice of Interruption of Services (Current Practice)
- Recruitment, Assessment and Selection (Current Practice)
- Providing Feedback (Current Practice)
- Accessible Communications for Employees (Current Practice)
- Service Animal (Current Practice)
- Support Person (Current Practice)

For More Information

For more information on this accessibility plan, please contact at

Last Name Robertson	First Name Christine	Middle Initial
Telephone Number 613-962-2541	Email Address christiner@pathwaysind.com	

Our accessibility plan is publicly posted at

www.pathwaysind.com

Standard and accessible formats of thi document

are free on request from : as above

Last Name	First Name	Middle Initial
Telephone Number	Email Address	

