



Multi-year Accessibility Plan

| Compliance Standard | Compliance Status | Description |
|------------------------------------|--|---|
| Accessibility for Customer Service | Complete On-going | Develop Accessibility Standards for Customer Service policy. Review and amend the policy on a regular basis as required by the AODA; Create a Client Feedback Form and establish the client feedback process. |
| Multi-Year Accessibility plans | Complete On-going | Review each area to improve, upgrade policies, programs, facilities, equipment, websites to comply with the ADOA regulations |
| Information & Communications | Complete Ongoing June 2011 October 2011 November 2011 October 2016 August 2023 | Review and plan the website improvement and social media development to increase accessibility to the public: YouTube launch Facebook launch Twitter launch Instagram launch Revamp our website and web content |
| Design of Public Spaces | Complete August 2023 Ongoing | Renovate a public washroom to make a wheelchair accessible in the ramp area and install an alert alarm for people with medical conditions; Continue improving to make public spaces on our premises more accessible; Establish a procedure for any temporary disruptions when accessible elements are not in working order. |
| Employment Standards | Complete Ongoing | Make employment, recruitment, training, performance management and career development accessible; Review and amend the policy regularly as required by the AODA. |

Next review and update by March 31, 2024.