



AODA Multi-Year Accessibility Plan

Policy

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Primacare Living Solutions Inc. shall follow the principles of dignity, independence, integration and equal opportunity.

Pursuant to section 4 of the *Integrated Accessibility Standards*, we are required to have in place a multi-year accessibility plan. A multi-year accessibility plan is a plan that describes the specific short- term and long-term actions that we will take to meet our obligations under the *Integrated Accessibility Standards*. This plan covers both the actions our organization will take under the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

The multi-year accessibility plan will be reviewed and updated at least once every five years, will be posted on our website, and will be provided in an accessible format upon request.

2012- 2024 MULTI-YEAR ACCESSIBILITY PLAN

Current Revision: November 2023

Compliance Area	Action Item	Status
2012 Action Items		
Accessibility Policy	Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed



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Compliance Area	Action Item	Status
Individualized Workplace Emergency Response Information	Ensure team members with disabilities are provided with individualized workplace emergency response information, to be set out in the organization's individualized emergency response information form.	Completed
Emergency Procedure, Plans or Public Safety Information	Emergency procedures, plans, and public safety information prepared by the organization and made available to the public will be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Completed
Training – Customer Service	Train team members, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Accessibility Standards for Customer Service. Continue to do annual training with testing of retention of the information provided.	Completed
Assistive Devices	Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization's premises.	Completed
Guide Dogs, Other Service Animals & Support Persons	Ensure that guide dogs, other service animals, and support persons are able to enter the organization's premises to accompany a person with a disability.	Completed



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Compliance Area	Action Item	Status
Notice of Temporary Disruptions in Service	Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization's goods or services is posted.	Completed
Accessible Feedback Process	Ensure that the organization's feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade, and Employment.	Completed
2014 Action Items		
Accessibility Plan	Establish, implement and maintain a multi-year accessibility plan outlining the organization's strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the <i>AODA</i> and its regulations.	Completed
Accessibility Policy	Develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements set out in the <i>AODA</i> and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.	Completed
Self-Service Kiosks	Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.	Ongoing



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Compliance Area	Action Item	Status
Accessible Website	Ensure that the organization's website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.	Completed
Feedback	Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. Notify the public about the availability of accessible formats and communications.	Completed
Training – Integrated Accessibility Standards	Train team members, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization's behalf and any individual who is involved in the preparation of the organization's policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards.	Completed
Accessibility Compliance Report	File an Accessibility Compliance Report with the Ministry of Economic Development, Trade & Employment.	Completed
2015 Action Items		
Accessible Formats & Communication Supports	Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.	Completed



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Compliance Area	Action Item	Status
Employment Standard - Informing Team members of Supports	Notify successful job applicants and team members that accommodations for team members with disabilities are available in the recruitment process.	Completed
Employment Standard - Information & Communication Supports for Team members	Provide team members with information needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.	Completed
Employment Standard - Documented Individual Accommodation Plans	Prepare documented individual accommodation plans for team members with disabilities setting out how the team member will be accommodated. To be set out in the organization's documented individual accommodation plan form.	Completed
Employment Standard - Return to Work Process	Ensure that a return-to-work process for team members with disabilities is in place; to be set out in the organization's return to work plan form.	Completed
Training	Ensure that any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	Completed as necessary.



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Compliance Area	Action Item	Status
2016 Action Items		
Training	Ensure any new team members, students, volunteers, individuals, or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	Completed as necessary.
Built Environment Standards	Comply with the Built Environment Standards when undertaking new construction and redevelopment of public spaces.	Completed
Built Environment Standards	Develop procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.	Completed as necessary.
2017 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development Trade and Employment.	To be completed as necessary.
Training	Ensure that any new team members, students, volunteers, individuals, or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	Completed as necessary.
2018 Action Items		
Accessibility Compliance Report	File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.	To be completed as necessary.



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Compliance Area	Action Item	Status
Training	Ensure any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .	To be completed as necessary.
Future Plan	Develop a multi-year accessibility plan for 2019-2023 that takes into consideration all of the legislative requirements made under the AODA.	January 1, 2019
Accessible Website	Ensure that the organization's website and web Content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	January 1, 2021
2022 Action Items		
Training	Ensure any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the Accessibility Standards for Customer Service and the Integrated	Completed annually and as necessary
Accessibility Compliance reporting	File Additional Accessibility compliance reports as directed	Complete as necessary
Future Plan	Continue to develop a multi-year accessibility plan for 2023	December 2022
2023 Action Items		



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Accessibility Compliance reporting	File Additional Accessibility compliance reports as directed	Complete as necessary
Training	Ensure any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the Accessibility Standards for Customer Service and the Integrated	Completed annually and as necessary
Accessible Website	Ensure that the organization's website and web Content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.	January 2024
Future Plans	Continue to develop a multi-year accessibility plan for 2024 Develop plans for disabled workers to ensure their safety and requirements under regulations are met	January 2024
2024 Action Items		
Accessibility Compliance reporting	File Additional Accessibility compliance reports as directed	Complete as necessary
Training	Ensure any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the Accessibility Standards for Customer Service and the Integrated	Completed annually and as necessary
Future Plans	Continue to develop a multi-year accessibility plan for 2025	January 2025