

## 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

I wanted to take a moment to emphasize about an issue that is deeply important to our organization - accessibility. Our commitment to accessibility isn't just a matter of ticking boxes and complying with regulations - it is at the very core of our values as a company.

As a company, we understand that accessibility isn't just a legal requirement, but a moral imperative. We believe that everyone, regardless of their abilities, deserves equal access to our services, and we take our responsibility to make this happen seriously.

One of the ways in which we've demonstrated our leadership in implementing accessibility initiatives is through our commitment to inclusive design. By taking into account the diverse needs of our users from the very beginning of the design process, we are able to create products and services that are truly accessible to everyone. We've also invested in ongoing education and training for our staff to ensure that accessibility is not an afterthought, but rather a core part of how we work.

I want to take this opportunity to reiterate our company's commitment to accessibility, and to let you know that we will continue to do everything we can to create a more inclusive world. Together, we can ensure that everyone has equal access to the services they need and deserve.

## Introduction

Our organization is committed to ensuring equal access and opportunities for all individuals, including those with disabilities. As such, we have developed an Accessibility Plan that outlines specific strategies and initiatives aimed at promoting accessibility and removing barriers that may prevent individuals with disabilities from fully participating in our programs and services.

To achieve our goals, we have implemented a variety of measures, including the creation of accessible facilities, the provision of accessible technology and communication devices, the development of training programs for our staff and volunteers, and the establishment of policies and procedures that support accessibility and inclusion.

Our Accessibility Plan is directly linked to our diversity and inclusion strategy, which seeks to promote a culture of respect, acceptance, and understanding among all members of our community. By embracing and valuing diversity in all its forms, we believe we can create a more inclusive and accessible environment that empowers everyone to achieve their full potential.

We recognize that there is still much work to be done to achieve our goals, but we are committed to continually reviewing and improving our Accessibility Plan to ensure that it remains relevant and effective in promoting accessibility and inclusion for all individuals.

### Nedlaw Roofing Limited

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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.

### Nedlaw Roofing Limited

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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 at least once every 5 years.

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.

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## 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**

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

1. Implemented customer service training for all staff members.
2. Implemented customer feedback mechanisms including email, telephone, and Online survey tools.
3. Addressed potential barriers to feedback by promoting ease of providing feedback through accessible platforms.

### **Information and Communications**

Detail actions and list initiatives from past years.

Communication is also a critical area of focus for our organization. We have created accessible documents and materials in multiple formats such as large print, and audio recordings. Our website is also designed to meet the web content accessibility guidelines, and we have established accessible social media practices.

### **Employment**

Detail actions and list initiatives from past years.

We have conducted a comprehensive review of our workplace and job descriptions to identify barriers to employment & accessibility. This has allowed us to make necessary changes to accommodate employees with disabilities. We have also ensured that all recruitment and hiring procedures follow the AODA guidelines for accessibility.

### **Procurement**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### **Self-service kiosks**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### **Training**

List initiatives from past years, if applicable.

1. Ensure all personnel are trained on the requirements of the AODA and how to identify and remove barriers.
2. Ensure that all staff are trained on how to assist individuals with disabilities in emergency situations.
3. Establish an Accessibility Committee to oversee compliance with the AODA and provide recommendations.

### **Design of Public Spaces**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

In terms of our facilities, we have made significant investments in retrofitting our buildings to ensure they are barrier-free. This includes the installation of ramps, automatic doors, and accessible washrooms. Our staff have also undergone training to understand how to accommodate people with disabilities in various settings and situations.

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

## Other

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

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## Section 2. Strategies and Actions

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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

[Nedlaw Roofing Limited](#)

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Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

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.

[Develop and distribute a customer service handbook to all staff members to serve as a reference guide for delivering exceptional customer service, which will be available by next year.](#)

### Information and Communications

[Nedlaw Roofing Limited](#)

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Name of Organization

is committed to making our information and communications accessible to people with disabilities.

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

- [1. Ensure all websites and digital content are fully accessible, including providing alt-text for images and closed captioning for videos.](#)
- [2. Invest in assistive technology and accommodations for employees with disabilities, such as screen readers or modified workstations.](#)

### Employment

[Nedlaw Roofing Limited](#)

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Name of Organization

is committed to fair and accessible employment practices.

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

[Work with external partners to identify and remove potential barriers to participation in our programs and services.](#)

## Procurement

[Nedlaw Roofing Limited](#)

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Name of Organization

is committed to fair and accessible employment practices.

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

## Self-service kiosks

[Nedlaw Roofing Limited](#)

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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.

## Training

[Nedlaw Roofing Limited](#)

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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.

[Develop a training program for staff on how to interact with individuals with disabilities, including appropriate language and behavior.](#)

## Design of Public Spaces

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Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

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

[Implement accessible signage throughout our facilities to aid in wayfinding for individuals with visual impairments.](#)

[Nedlaw Roofing Limited](#)

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

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Name of Organization

is committed to accessible transportation services.

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

### 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.

### For More Information

For more information on this accessibility plan, please contact at

Last Name <a href="#">Couse</a>	First Name <a href="#">Tabitha</a>	Middle Initial
Telephone Number <a href="#">519-648-2218</a>	Email Address <a href="mailto:reception@nedlawroofing.com">reception@nedlawroofing.com</a>	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

Standard and accessible formats of this document are free on request from

Last Name <a href="#">Couse</a>	First Name <a href="#">Tabitha</a>	Middle Initial
Telephone Number <a href="#">519-648-2218</a>	Email Address <a href="mailto:reception@nedlawroofing.com">reception@nedlawroofing.com</a>	