

MULTI-YEAR PLAN

Requirements	Description	Status
By January 1, 2012:		
<u>Provide accessible customer service</u>		
Train your staff and volunteers to serve customers of all abilities	All Coachman staff, Executive, Board Members complete AODA training on Accessible Customer Service. On-going training for new staff, executive and board.	Complete
Keep a written record of the training	Completed training recorded on HRIS.	Complete
Welcome service animals and support persons	Included in the policy.	Complete
Create accessible ways for people to provide feedback	Feedback directed to HR - Diversity Services as per policy.	Complete
Put an accessibility policy in place so your employees, volunteers and customers can know what to expect	Accessibility for Ontarians with Disabilities Policy. To be reviewed in 2018.	Complete
<u>Provide accessible emergency information to staff</u>		
When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.	Business Continuity and evacuation plan in place.	Complete
By January 1, 2014:		
<u>Create accessibility policies and a multi-year plan</u>		
Create policies and a multi-year accessibility plan to help you achieve your accessibility goals	Policy and multi-year plan to be reviewed in 2018 and updated as required.	Complete
Tell your employees and customers about your policies	Employees trained on policy. Information available on website.	Complete
Post the multi-year plan on your website	Review and update as needed.	Complete
<u>Make websites accessible</u>		
This includes only new websites and old websites you significantly update and new web content you create.	To be updated upon redesign.	In-progress

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By January 1, 2015:		
<u>Train your staff on Ontario's accessibility laws</u>		
Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.	All Coachman staff, Executive, Board Members completed two training modules. On-going training for new staff, executive and board.	Complete
<u>Make it easy for people with disabilities to provide feedback</u>		
This includes surveys or comment cards.	Feedback directed to HR - Diversity Services as per policy. Provide feedback through Customer Satisfaction survey. Investigation into accessibility features available in the survey.	Complete In-progress
By January 1, 2016:		
<u>Make your public information accessible when asked</u>		
Work with the individual to determine how to meet their needs.	Handle requests on a case by case basis.	Complete
<u>Make your employment practices accessible</u>		
Make how you hire, retain and provide career development opportunities accessible	Case by case; work with individuals directly to accommodate needs; include verbiage in correspondence to advise on disability/accommodation options.	Complete
Document your processes for developing individual accommodation plan and return-to-work plans	Process in place for accommodations and return-to-work plans.	In-progress
By December 31, 2017:		
File an Accessibility Compliance Report		Complete
By December 31, 2020:		
File an Accessibility Compliance Report		
By January 1, 2021:		
Make all websites and web content accessible	Redesign underway for customer and internal sites.	In-progress
By December 31, 2023:		
File an Accessibility Compliance Report		