

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

ComForCare Home Care - Ottawa-Champlain is committed to accessibility for all. ComForCare has, and will continue to develop accessibility standards that will identify, remove and prevent barriers for people with disability in key areas of daily living.

Introduction

ComForCare Home Care - Ottawa-Champlain strives to provide an accessible environment for its employees and members of the public. ComForCare Home Care is committed to developing, implementing and maintaining policies that aim to address accessibility needs of persons with disability in a timely manner.

ComForCare Home Care - Ottawa-Champlain recognizes that er serve a number of disabled clients whom we all strive to include in all services available.

ComForCare Home Care - Ottawa-Champlain

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.

ComForCare Home Care - Ottawa-Champlain

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.

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.

Information and Communications

Detail actions and list initiatives from past years.

Employment

Detail actions and list initiatives from past years.

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.

Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

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.

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

ComForCare Home Care - Ottawa-Champlain

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.

Incorporate training beyond the minimum required for existing staff, virtual or in-person by Jan 1, 2025.

Train new staff beginning Jun 1, 2024

Information and Communications

ComForCare Home Care - Ottawa-Champlain

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.

Use accessible documents, such as Word and PDF, by Jan 1, 2025

Holding meetings accessible by live automated closed captioning by Jan 1, 2026

Employment

ComForCare Home Care - Ottawa-Champlain

Name of Organization

is committed to fair and accessible employment practices.

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

Use accessible documents, such as Word and PDF, by Jan 1, 2025

Holding meetings accessible by live automated closed captioning by Jan 1, 2026

Procurement

ComForCare Home Care - Ottawa-Champlain

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.

Not applicable

Self-service kiosks

ComForCare Home Care - Ottawa-Champlain

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.

Not applicable

Training

ComForCare Home Care - Ottawa-Champlain

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.

ComForCare Home Care - Ottawa will provide regularly scheduled training on supporting our clients with disabilities beyond those required by the AODA starting Jan 1, 2025

Design of Public Spaces

ComForCare Home Care - Ottawa-Champlain

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.

Not applicable

ComForCare Home Care - Ottawa-Champlain

Name of Organization

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

Transportation

ComForCare Home Care - Ottawa-Champlain

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

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Our accessibility plan is publicly posted at

Website and/or Social Media Addresses https://www.comforcare.ca/ontario/ottawa-champlain.html
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Standard and accessible formats of this document are free on request from

Last Name	First Name	Middle Initial
Telephone Number	Email Address	