



Multi-year Accessibility Plan

This plan is designed to outline the requirements and timelines indicated under the Accessibility Standard for Customer Service, Ontario Regulation O. Reg. 191/11, s. 4 (1).

Year	Information & Communications	Employment Standard
January 1, 2015	<ul style="list-style-type: none"> ▪ Accessibility policies s.3 ▪ Accessibility plans s.4 ▪ Training s.7 ▪ Feedback Process s.11 	
January 1, 2016	<ul style="list-style-type: none"> ▪ Accessible format and communication supports s.12 	<ul style="list-style-type: none"> ▪ Recruitment s.22, s.23 ▪ Notice to successful applicants s.24 ▪ Informing Employees of Support s.25 ▪ Accessible Formats and Communication Supports for Employees s.26 ▪ Documented Individual Accommodation Plans s.28 ▪ Return to Work Process s.29 ▪ Performance Management s.30 ▪ Career Development and Advancement s.31 ▪ Redeployment s.32
January 1, 2021	<ul style="list-style-type: none"> ▪ All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14 	