

**Multi-Year Accessibility Plan Statement of Commitment**

Lumacare is committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We will strive to provide timely services that are adapted to the needs of people with disabilities. We are committed to working to remove barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Lumacare’s 2022-2023 Accessibility Plan outlines the policies and actions that will be put in place to improve access to our services for people with disabilities.

**Accessible Emergency Information**:

Lumacare is committed to providing visitors with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information as required.

**Training**:

Lumacare is committed to providing training to all employees on Ontario’s Accessibility Laws and on the Ontario Human Rights Code as it relates to people with disabilities. The training provided will be done in a manner that suits the duties of employees.

**The steps include;**

1. Training delivered to employees on all Integrated Accessibility Standards Regulation (IASR) requirements that apply to Lumacare.
2. Training delivered to employees on the Ontario Human Rights Code, as it relates to disabilities.
3. Maintaining records of all employees who receive training and the dates of completion.
4. Specialized training as needed for employees to fulfill the Integrated Accessibility Standards Regulation (IASR) requirements.

**Information and Communications**:

Lumacare strives to meet the communication needs of people with disabilities, within its available resources. Lumacare will support requests for information in alternative, accessible formats, and will work with the person making the request to determine, and where possible, address their accessibility needs.

**Multi-Year Accessibility Plan**

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| **AODA Integrated Accessibility Standard Regulation**  | **Requirements**  | **Timeline (Last Reviewed)**  | **Status**  | **Next Review Date** | **Accountability**  |
| **Customer Service**  | All requirements: documented training of all staff, use of service animals and support persons, notice of temporary disruption, accessible customer service policies.  | December 2023  | Completed  | December 2024 | CEO, Director of Human Resources and Facilities, Manager Quality and Risk Management  |
| **General Requirements**  | Training relevant staff, on aspects of the AODA and Ontario Human Rights Code  | December 2023  | Completed  | December 2024 |
| **Training**  | Training of employees related to all standards  | December 2023  | Completed  | Ongoing as needed |
| Update orientation  | Completed  |   |
| Create hand-outs/fact sheet – Intranet  | Completed  |
| Training re: policies  | December 2023  | Completed  |
| New Hiring Package inclusion  | Completed  |
| Making information accessible to employees  | Completed  |
| **Employment**  | Individualized emergency response plans  | As needed  | Completed  |  |
| Develop and post Accessibility Plan (Multi-year)  | March 2023  | Completed | December 2024 |
| Method for receiving and responding to feedback accessible when requested  | February 2023 | Completed  |  |
| Develop accommodation plans for employees  | As needed  | Completed  |  As needed |
| Help employees with disabilities return to work  | Completed  |  |
| Recruitment  | Completed  |  |
| Make performance management, career development and job change accessible to employees with disabilities  | Completed  |  |
| Emergency information available in accessible formats  | December 2023  | Completed  |  |
| **Information & Communication**   | Accessible websites and web content – new public websites, websites undergoing a significant refresh and web content must conform to WCAG 2.0 Level A  | January 2023 | Completed with AAA  | January 2024 |  |
| Feedback – be able to receive and respond to customer information in accessible formats  | February 2023  | Completed  |   |
| Accessible formats and communication support available on request, such as announcements, email, brochures, menus, meetings  | February 2023 | Completed  |  |
| Accessible websites and web content WCAG 2.0 Level AA\* | January 2023 | Completed with AAA |  |
| **Reporting**  | File Accessibility Report  | October 2022 | Completed  |  | Quality & Risk    |
| File Accessibility Report  | Next Report Dec. 2023 |  |  |
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WCAG 2.0 Level AA\* WCAG 2.0 guidelines are categorized into three levels of conformance in order to meet the needs of different groups and different situations: A (lowest), AA (mid range), and AAA (highest).

***This plan was updated: December 2023***