



LEAD.
DISRUPT.
GROW.
TRANSFORM.

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

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.	January 2023	Completed	January 2024	CEO, HR, Q&R Senior Management Team
General Requirements	Training relevant staff, on aspects of the AODA and Ontario Human Rights Code	January 2023	Completed	January 2024	
Training	Training of employees related to all standards	January 2023	Completed	January 2024	
	Update orientation		Completed		
	Create hand-outs/fact sheet – Intranet		Completed		
	Training re: policies	January 2023	Completed		
	New Hiring Package inclusion		Completed		
	Making information accessible to employees		Completed		
Employment	Individualized emergency response plans	January 2023	Completed	January 2024	
	Develop and post Accessibility Plan (Multi-year)	March 2023	Completed		
	Method for receiving and responding to feedback accessible when requested	February 2023	Completed	February 2024	
	Develop accommodation plans for employees	January 2023	Completed	January 2024	
	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	January 2023	Completed	January 2024	

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	February 2024	
	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	January 2024	
Reporting	File Accessibility Report	December 2023	Completed	October 2022	Quality & Risk Mitigation
	File Accessibility Report	Next Report Dec. 2026		Next Report Dec. 2023	

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