



## ACCESSIBILITY PLAN

### L'Arche Toronto

Date: July, 2023

AODA was first enacted in 2005, and stated five regulations to be rolled out as follows:

1. Customer Service (2010-2)
2. Information & Communications (2012-5)
3. Employment (2014-7)
4. Transportation (2011-7)
5. Design of Public Spaces (2015-8)

In June, 2011, Information & Communications, Employment, and Transportation Standards were incorporated into one compliance timeline under Ontario Regulation 191/1, the Integrated Accessibility Standards Regulation (IASR).

The IASR was revised in January 2013 to include an accessibility standard for buildings and outdoor spaces (Built Environment), phased in over a period of time.

As of July 1, 2016 all five standards are grouped under the IASR.

The scope of Information & Communications and Employment includes how L'Arche Toronto communicates with the public and all members of our community, and includes our website. The standard for the Design of Public Spaces encompasses outdoor public paths; public parking, reception area counters and seating. The standard for Transportation is not applicable to Daybreak.

In keeping with the IASR regulations, L'Arche Toronto has formulated the following Accessibility Plan to outline areas of completion, as well as on-going tasks, and future planning.

STANDARD	REQUIREMENT	STATUS
<b>General Requirements</b>		
Accessibility Policies by 2012	<ol style="list-style-type: none"> <li>1. Create policies</li> <li>2. Policies in accessible digital format</li> <li>3. Make policies available to community</li> <li>4. Review and update as needed</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed/ongoing</li> <li>2. In PDF</li> <li>3. Polices circulated for sign-off</li> <li>4. Ongoing</li> </ol>
Accessibility Plans by 2013	Prepare multi-year plan	Ongoing, every 5 years
Accessibility Plan updates begun 2013	Submit status report online	Completed as required, 2013, 2014, 2017, 2021

STANDARD	REQUIREMENT	STATUS
<b>Customer Service</b>	<ol style="list-style-type: none"> <li>1. Training of current and any new personnel and volunteers in accessible customer service</li> <li>2. Create Customer Service Policy</li> </ol>	<ol style="list-style-type: none"> <li>1. Training ongoing since 2012</li> <li>2. AODA policy incorporates Customer Service</li> </ol>
Human Rights Code	Incorporate Human Rights Code in training	Training ongoing in AODA and Orientation
<b>Information &amp; Communication</b>	<ol style="list-style-type: none"> <li>1. Feedback Form</li> <li>2. Statement of Commitment to Accessibility posted online</li> <li>3. Post Accessibility Plan online</li> <li>4. Accessible Web content (text size, oral help, etc.)</li> <li>5. Fully accessible website by 2022</li> <li>6. Create sign for front desk</li> </ol>	<ol style="list-style-type: none"> <li>1. Both Feedback and Complaints forms ready</li> <li>2. Completed</li> <li>3. Completed</li> <li>4. Ongoing</li> <li>5. Ongoing</li> <li>6. Ongoing</li> </ol>
<b>Employment</b>	<ol style="list-style-type: none"> <li>1. Statement of available accommodation during application and recruitment process.</li> <li>2. Availability of AODA policies and protocols upon employment.</li> <li>3. Provision of Individual Accommodation Plan (IAP)</li> <li>4. Return to Work Process/Redeployment defined</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed</li> <li>2. Completed</li> <li>3. Plan and protocol for IAP in place.</li> <li>4. Ongoing, within Regional policies.</li> </ol>
<b>Transportation</b>	Not Applicable	
<b>Design of Public Spaces</b>	<ol style="list-style-type: none"> <li>1. Identify accessible entrances.</li> <li>2. Provide accessible reception desk.</li> <li>3. Directional signs in accessible format</li> <li>4. Provide accessible waiting areas</li> <li>5. Provide accessible parking</li> <li>6. Accessible ramps conform to standards.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reception desk allows for face to face contact.</li> <li>2. Reception area allows for wheelchairs.</li> <li>3. Upgraded signs to bathrooms to include braille.</li> <li>4. Ramps conform to all standards.</li> </ol>