

**POLICY STATEMENT**

This plan has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and its associated regulations, the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

Pursuant to section 4 of the *Integrated Accessibility Standards*, we are required to have in place a multi-year accessibility plan. A multi-year accessibility plan is a plan that describes the specific short-term and long-term actions that we will take to meet our obligations under the *Integrated Accessibility Standards*. This plan covers both the actions our organization will take under the *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards*.

The multi-year accessibility plan will be reviewed and updated at least once every five years, will be posted on the [castlepeakmuskoka.com](http://castlepeakmuskoka.com) website, and will be provided in an accessible format upon request.

**2021 – 2026 Multi-Year Accessibility Plan**

**Created:** April 2021

**Current Revision Date:** April 2021

| 2021 Action Items  |   |                       |
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| Compliance Area  | Action Item   | Status                |
| <b>Accessibility Policy</b>                                    | Develop, implement, and maintain policies governing how we will achieve accessibility through meeting the requirements set out in the AODA and its regulations, including a statement of commitment to meeting the accessibility needs of people with disabilities in those policies. | Completed             |
| <b>Individualized Workplace Emergency Response Information</b> | Ensure team members with disabilities are provided with individualized workplace emergency response information, to be set out in the organization’s individualized emergency response information form.  | Completed as Required |
| <b>Emergency Procedure, Plans or Public Safety Information</b> | Emergency procedures, plans, and public safety information prepared by the organization and made available to the public will be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.                               | Provided Upon Request |

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| <b>Training – Customer Service</b>                             | Train team members, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization’s behalf and any individual who is involved in the preparation of the organization’s policies and plans regarding the requirements of the AODA and Accessibility Standards for Customer Service. | Completed              |
| <b>Assistive Devices</b>                                       | Ensure that the organization is able to accommodate the use of an assistive device by a person with a disability on the organization’s premises.   | Completed              |
| <b>Guide Dogs, Other Service Animals &amp; Support Persons</b> | Ensure that guide dogs, other service animals, and support persons are able to enter the organization’s premises to accompany a person with a disability.  | Completed              |
| <b>Notice of Temporary Disruptions in Service</b>              | Ensure that notice of temporary disruptions in the services or facilities that people with disabilities use to access the organization’s goods or services is posted.  | Completed              |
| <b>Accessible Feedback Process</b>                             | Ensure that the organization’s feedback process is accessible to people with disabilities by providing for or arranging for the provision of accessible formats and communications supports upon request.  | Completed Upon Request |
| <b>Accessibility Plan</b>                                      | Establish, implement, and maintain a multi-year accessibility plan outlining the organization’s strategy to prevent and remove barriers to accessibility and to meet the requirements set out in the AODA and its regulations.   | Completed              |
| <b>Accessibility Policy</b>                                    | Develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies.                                     | Completed              |
| <b>Accessible Website</b>                                      | Ensure that the organization’s website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A.  | Ongoing                |

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| <b>Feedback</b>   | Ensure feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications support upon request. Notify the public about the availability of accessible formats and communications.  | Completed             |
| <b>Training – Integrated Accessibility Standards</b>  | Train team members, students, volunteers, individuals, or organizations that provide facilities, goods, or services on the organization’s behalf and any individual who is involved in the preparation of the organization’s policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards. | Completed             |
| <b>Employment Standard – Informing Team Members of Supports</b>   | Notify successful job applicants and team members that accommodations for team members with disabilities are available in the recruitment, assessment, and selection process. Successful job applicants are informed of policies used to support team members with disabilities.   | Completed             |
| <b>Employment Standard - Information &amp; Communication Supports for Team members</b>                      | Provide team members with information needed to perform a job and information that is generally available in the workplace in an accessible format or with the appropriate communication support.  | Completed             |
| <b>Employment Standard – Documented Individual Accommodation Plans</b>                                      | Prepare documented individual accommodation plans for team members with disabilities setting out how the team member will be accommodated. To be set out in the organization’s documented individual accommodation plan form.  | Completed as Required |
| <b>Employment Standard – Return to Work Process</b>   | Ensure that a return to work process for team members with disabilities is in place; to be set out in the organization’s return to work plan form.   | Completed as Required |
| <b>Employment Standard – Performance Management, Career Development &amp; Advancement, and Redeployment</b> | Ensure that the process for Performance Management, Career Development and Advancement and Redeployment includes the Individual Accommodation Process and accessibility needs for team members with disabilities.  | Completed             |

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| <b>Training</b>  | Ensure that any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.                             | Completed as necessary |
| <b>Accessibility Compliance Report</b>                 | File an Accessibility Compliance Report with the Ministry of Economic Development, Trade & Employment.   | Completed              |
| <b>2022 Action Items</b>                               |  |                        |
| <b>Compliance Area</b>                                 | <b>Action Item</b>   | <b>Status</b>          |
| <b>Self-Service Kiosks</b>                             | Have regard to accessibility features that could be built into kiosks to best meet the needs of people with disabilities.  |                        |
| <b>Accessible Formats &amp; Communication Supports</b> | Ensure the organization is able to communicate with people with disabilities by providing accessible formats and communication supports where necessary.   | Researching Options    |
| <b>Accessibility Report</b>                            | File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development Trade and Employment.   |                        |
| <b>2023 Action Items</b>                               |  |                        |
| <b>Compliance Area</b>                                 | <b>Action Item</b>   | <b>Status</b>          |
| <b>Built Environment Standards</b>                     | Comply with the Built Environment Standards when undertaking new construction and/or redevelopment of public spaces.   |                        |
| <b>Built Environment Standards</b>                     | Develop procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. |                        |

| 2024 Action Items                      |  |        |
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| Compliance Area                        | Action Item  | Status |
| <b>Accessibility Compliance Report</b> | File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development Trade and Employment.   |        |
| <b>Training</b>                        | Ensure that any new team members, students, volunteers, individuals, or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> . |        |
| 2025 Action Items                      |  |        |
| Compliance Area                        | Action Item  | Status |
| <b>Accessibility Compliance Report</b> | File Additional Accessibility Compliance Reports as directed by the Ministry of Economic Development, Trade & Employment.  |        |
| <b>Training</b>                        | Ensure any new team members, students, volunteers, individuals or organizations are trained regarding the requirements set out in both the <i>Accessibility Standards for Customer Service</i> and the <i>Integrated Accessibility Standards</i> .       |        |
| <b>Future Plan</b>                     | Develop a multi-year accessibility plan for 2026 - 2030 that takes into consideration all of the legislative requirements made under the AODA.   |        |