

2022-2027 Multi-Year Accessibility Plan

Our Commitment

Communitech values the contributions and participation of all persons employed or utilizing services provided by Communitech. To facilitate this involvement, Communitech is committed to providing services that are accessible to all.

About the Multi-Year Plan

Communitech's Multi-Year Accessibility Plan outlines the ways Communitech will identify, prevent and remove barriers for people with disabilities.

Statement of Commitment

Communitech Corporation believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Legislative Background

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and formerly the Ontarians with Disabilities Act (2001), companies are annually required to prepare and publicly release an accessibility plan in consultation with persons with disabilities and others in the community. The purpose of this plan is "to improve opportunities for persons with disabilities and to provide for their full involvement in the identification, prevention and removal of barriers to their full participation in the life of the Province". The AODA focuses on improving accessibility in areas such as buildings and spaces, employment, customer service, information and communications. The AODA also applies all public and government sectors. The AODA intends to achieve an accessible Ontario on or before January 1, 2025. To do so, mandatory and enforceable standards have been created. Effective January 2014, private sector businesses with more than 50 employees are required to have a Multi-Year Accessibility Plan as per AODA requirements.

Action	Working Timeline						Area/ Department of Responsibility
	2022	2023	2024	2025	2026	2027	
	2	2	2	2	2	2	
	0	0	0	0	0	0	
	2	2	2	2	2	2	
	2	3	4	5	6	7	
Customer Service							
Review and update Customer Service policy	X	X					P&C. This is ongoing, Communitech performs an annual review.
Provide customer service training for all team members	X	X					Ongoing. New hires complete training during orientation. They must sign off, stating that they have completed it.
Provide customer service training for all volunteer staff	X	X					P&C
Review and update resources for staff and make available.	X	X					P&C
Provide education and information support to affiliated groups to assist them with Customer Service Regulation Compliance	X	X					P&C/Operations
General Requirements							
Establish the Accessibility Policies	X	X					P&C
Review and Update the Accessibility Policy	X	X					P&C
Establish, implement and maintain the Accessibility Plan	X	X					P&C
Providing training to all staff on the IASR and Human Rights Code as it pertains to persons with disabilities	X	X					P&C

Providing training to all volunteers IASR on the Human Rights Code as it pertains to persons with disabilities	X	X					P&C
Providing training to all other persons who provide goods, services, or facilities on behalf of Communitech on the IASR and Human Rights Code as it pertains to persons with disabilities	X	X					Operations/ P&C

Action	Working Timeline						Area/ Department of Responsibility
	2022	2023	2024	2025	2026	2027	
Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication support to the public, upon request, as needed	X	X					Operations/P&C/Marketing
Notify the public about the availability of accessible formats and communication supports.	X	X					Marketing
Provide upon request accessible formats and communication supports.	X	X					P&C/Marketing

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Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites and web content are accessible to people with disabilities	X	X					Marketing
Train staff on the creation of accessible documents	X	X					Marketing
All documents posted on the web are made accessible	X	X					Marketing
Employment Standard							
Review policy and practices with respect to recruitment, hiring and interviewing as per the requirements under the employment standards	X	X					Marketing/P&C
Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	X	X					P&C

Action	Working Timeline						Area/ Department of Responsibility
	2022	2023	2024	2025	2026	2027	
Inform all current and new employees of policies used to support employees with disabilities	X	X					P&C

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Provide or arrange for the provision of accessible formats and communication supports for employees	X	X					P&C
Provide individualized workplace emergency response information to employees who have a disability	X	X					P&C
Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	X	X					P&C
Have in place a method to gather feedback	X	X					Operation/Communications/P&C
Have in place a method to notify of service disruptions to the public	X	X					Operation/Communications
Develop and have in place a return to work process and plan for employees who have been absent from work due to a disability	X	X					P&C
Performance Management Process	X	X					P&C

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Career Development	X	X					P&C
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Priorities

As required by legislation, once approved, the Accessibility Plan will be posted on Communitech’s website so that it is available to the public. The Accessibility Multi- Year Plan will be reviewed and updated every five years. In addition, Communitech will provide an annual status report on the progress of the Accessibility Plan which also will be posted on the website.