

Multi-Year Accessibility Plan 2022-2024

Statement of commitment

peopleCare Communities is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws, including the development of a multi-year accessibility plan.

Requirement	Action Item	Status
By Jan 1 2024		
Accessibility report	File report	
By Jun 30 2021 (extended)		
Accessible website	All public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA	Completed
Accessibility report	File report	Completed
By Jan 1 2018		
Accessibility report	File report	Completed
By Jan 1 2017		
Make any new or redeveloped public spaces accessible	Outdoors: include outdoor eating, play, walking paths, parking lots Indoors: include service counters and waiting areas	Completed
By Jan 1 2016		
Make public information accessible when asked	Work with person to figure out how to meet their needs	Completed
Make employment practices accessible	Make hiring, training, and retraining opportunities accessible Have in place a process for developing individual accommodation plan and return to work plan for employees	Completed
By Jan 1 2015		
Make it easy to provide accessible feedback e.g., surveys	Maintain ways to provide feedback including via telephone and email in addition to printed materials	Completed
Train staff on accessibility laws	Include staff, volunteers and contract providers. Maintain records of training	Completed
Accessibility Report	File report	Completed
By Jan 1 2014		
Multi-Year Accessibility Plan	Establish and maintain plan to prevent and remove barriers to accessibility and to meet requirements of the AODA	Completed
Accessibility Policy	Update	Completed
Accessible website	New public websites, significantly refreshed websites and any web content posted after January 1, 2012 must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A	Completed

By Jan 1 2012		
Accessibility Policy	Develop, implement and maintain policy on accessibility	Completed
Accessible Customer Service	Train staff & document training Policy for service animals in place Notices of planned or unexpected disruption of services	Completed
Emergency & Public Safety Information	Emergency policies and procedures in place and made available in an accessible format or with appropriate communication supports upon request. Examples include emergency codes, signage (exits), fire alarms and instructions	Completed

Last updated: December 21, 2021