



AODA MULTI-YEAR ACCESSIBILITY PLAN – 2020

| Accessibility Requirement | Current Policies | Department Responsible | Due Date | Results |
|--|------------------|------------------------|-------------------|----------|
| Provide accessible Customer Service <ul style="list-style-type: none"> • Train staff and volunteers to serve customers of all abilities • Keep a written record of training • Welcome service animals and support persons • Create accessible ways for people to provide feedback • Put an accessibility policy in place so employees, volunteers and customers can know what to expect | Yes | Human Resources | January 1, 2012 | Complete |
| Provide accessible emergency and public safety information | | Human Resources | January 1, 2012 | Ongoing |
| Provide accessible emergency information to staff | | Human Resources | January 1, 2012 | Ongoing |
| Create Accessibility Policy | Yes | Human Resources | January 1, 2014 | Complete |
| Create Multi-Year Plan | Yes | Human Resources | January 1, 2014 | Complete |
| Post Multi-Year Plan on website in accessible format | | Human Resources | January 1, 2014 | Complete |
| Makes websites accessible | | IT and Marketing | January 1, 2014 | Complete |
| File an Accessibility Compliance Report | | Head Office | December 31, 2014 | Complete |
| Train staff on Ontario's accessibility laws | | Human Resources | January 1, 2015 | Complete |
| Make it easy for people with disabilities to provide feedback | | Human Resources | January 1, 2015 | Complete |
| Make public information accessible when asked | | Human Resources | January 1, 2016 | Ongoing |
| Make employment practices accessible | | Human Resources | January 1, 2016 | Complete |
| Recruitment – Hiring, retaining and career development opportunities to be accessible | | Human Resources | January 1, 2016 | Complete |
| Document processes for developing individual accommodation plan and return-to-work plans | | Human Resources | January 1, 2016 | Complete |
| Make new or redeveloped public spaces accessible: recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, public outdoor paths of travel, parking lots, service counters, fixed waiting lines, waiting areas with fixed seating | | Head Office | January 1, 2017 | Complete |



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| File an Accessibility Compliance Report | | Head Office | December 31, 2017 | Complete |
| Self Service Kiosks – Consider accessibility features that could be built into kiosks to best meet the needs of people with disabilities | | Human Resources | January 1, 2019 | Complete |
| Multi-Year Accessibility Plan – Develop, implement, and maintain policies governing how Lookout Ridge 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 | | Human Resources | January 1, 2019 | Complete |
| Provide Accessible Customer Service – Train employees, volunteers and any individual who is involved in the preparation of the organization’s policies regarding the requirements of the Accessibility Standards for Customer Service | | Human Resources | January 1, 2019 | Complete |
| Training – Train employees, students, volunteers, 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 | | Human Resources | January 1, 2019 | Complete |
| Employment – Recruitment, Assessment and Selection: We must notify employees and public about availability of accommodation in recruitment process. Notify job applicants when selected to participate in an assessment or selection process that accommodation is available on request | | Human Resources | January 1, 2019 | Complete |
| File an Accessibility Compliance Report | | Head Office | June 30, 2021 | |
| Make all websites and web content accessible | | IT and Marketing | January 1, 2021 | In process |
| File an Accessibility Compliance Report | | Head Office | December 31, 2023 | |