

INTRODUCTION / SUMMARY

Purpose

This Multi-Year Accessibility Plan documents the measures TOK is undertaking to comply with the regulatory requirements of Ontario's Accessibility for Ontarians with Disabilities Act (AODA) and its Regulations.

Objective

This Multi-Year Accessibility Plan itemizes the applicable compliance requirements stipulated by the AODA and its Regulations and summarizes the activities TOK will undertake to comply with these requirements. A status is presented for each requirement, indicating TOK's progress.

The Regulations promoted under the AODA; each create "Accessibility Standards" which are to be complied with. Over time, it is expected that Accessibility Standards will evolve, and amendments made.

TOK will monitor the government's web site for notices related to any changes and will up-date this Plan accordingly.

Application

TOK is committed to meeting the accessibility needs of persons with a disability and providing accommodation to employees, where required.

TOK has developed an "Accessibility Plan" which details specific actions the organization is undertaking/implementing to comply with the AODA's applicable Accessibility Standards. TOK's head office will provide the main oversight and guide the effort in the development and implementation of the Accessibility Standards Program

This Multi-Year Accessibility Plan is a summary of the main elements from the Accessibility Standards Program, which must be completed to achieve compliance, providing a status of activities which have been implemented and identifying due dates for future actions.

Regulatory Reference	Requirements	Action Plan	Status
O. Reg. 191/11	The Act applies to organizations that provides goods, services or facilities, and employs a person in Ontario.	The AODA applies to TOK. Develop policies, procedures and plans, as specified in the Regulation standards.	Currently implementing AODA measures, as required
	<p>Required to file an accessibility report to the Director every three years.</p> <p>The report shall be made available to the public on request.</p>	<p>Comply with new reporting date, prior to December 31, 2023, and then every three years.</p> <p>Reports are available upon request</p>	<p>Ensure completed by Dec. 31/23 Schedule every 3rd yr.</p> <p>Complete</p>
O. Reg. 191/11, s.3 (1)	Obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.	TOK shall develop, maintain, review and improve upon as needed an accessibility policy.	Completed and reviewed.
O. Reg. 191/11, s.4 (1)	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation.	This document will be the Accessibility Plan required by Reg. 191/11.	Completed

Regulatory Reference	Requirements	Action Plan	Status
O. Reg. 191/11, s.4 (1)	The multi-year accessibility plan is to be reviewed and updated at least every 5 years.	The multi-year accessibility plan will be reviewed and updated at least every 5 years.	Complete and ongoing
Training O. Reg. 191/11, s.7 (1)	Training on the Reg. 191/11 requirements and the Ontario Human Rights Code is to be provided to <u>all</u> employees/workers.	TOK provides training on AODA integrated accessibility standards and on the Human Rights Code as it pertains to persons with disabilities.	Compliant and ongoing
O. Reg. 191/11, s.7 (1)	Records of the training are to be kept.	TOK will ensure all training records are retained.	Compliant and ongoing
Information & Communications O. Reg. 191/11, s.11 (1)	A documented feedback process is to be created to allow persons with disabilities to provide feedback on how the goods and services were provided.	The feedback process is contained in the TOKs Accessibility Standards Program	Complete
O. Reg. 191/11, s.11 (2)	The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process.	TOK will notify through the website and make available a suitable format required to accept feedback in a medium suitable to the disabled person upon request.	Complete
Web Content O. Reg. 191/11, s.14	Organizations shall make their internet web sites conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA – by 2021.	TOK has updated current websites to Accessibility Guidelines (WCAG) 2.1 level AA exceeding current requirements.	Complete

Regulatory Reference	Requirements	Action Plan	Status
Customer Service O. Reg. 191/11, s.80.49	Provider shall ensure that staff receive training about the provision of the provider’s goods, services or facilities, to persons with disabilities:	TOK provides training on Integrated Accessibility Standards to all staff at the time of hire.	Complete and ongoing
O. Reg. 191/11, s.80.48 (1)	Notice of temporary disruptions. The provider is to give notice if there is a temporary disruption of services to the public.	TOK informs the public of delays or weather-related cancellations of service through direct contact, website, or agents.	Compliant
O. Reg. 191/11, s.80.48 (2)	The notice of the disruption must include the <ul style="list-style-type: none"> • The reason for the disruption, • Its anticipated duration, • A description of available alternative facilities or services (if any) 	TOK’s notification of any temporary disruption of service will include cause, duration and any possible remedial accommodation.	Compliant
O. Reg.191/11s.80.47	If a person with a disability is accompanied by a guide dog or other service animal, or if a person with a disability is accompanied by a support person, the provider shall ensure that both are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	TOK welcomes people with disabilities and their support persons or service animals.	Compliant
Employment O. Reg.191/11s.27	Workplace emergency response information Provider to develop individualized emergency egress/ evacuation plans for those with disabilities;	When TOK employs any person with disabilities that require an individualized plan, TOK will develop the plan to the needs of the individual.	Pending