



MULTI-YEAR ACCESSIBILITY PLAN JAN. 2014-DEC. 2024

PACE Independent Living is committed to treating all people in a way that allows them to maintain their dignity and independence. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) provides a way for Ontario to become barrier-free. PACE has established policies and procedures in compliance with the Act.

Background to Plan

In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act (AODA), with the goal to make Ontario accessible to people with disabilities and remove all barriers by 2025.

In 2008, the Accessibility Standard for Customer Service became law. PACE's commitment to ensure accessible customer service is reflected in PACE's Customer Service Policy, which was released in January 2012.

One of the requirements of the Accessibility for Ontarians with Disabilities (AODA) is the development of a multi-year accessibility plan to identify, address and prevent barriers for individuals with disabilities from using the services and/or working at PACE.

PACE's Accessibility Plan addresses various categories of barriers which were identified and included in this plan. This plan will be reviewed and updated annually.

If you have any questions about the plan, please contact us by email at pace@pace-il.ca; by phone via 416-789-7806 (by contacting Paresh Limbachia, Human Resources at ext. 238).



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AODA Legislative Requirements

AODA Requirement and Legislative Compliance Deadline	Action/Initiative	Responsibility	Target Date/Status	Follow up Recommendation. (as of December 2023)
Customer Service Policies, Procedures and Training of employees, January 2013	Develop a Customer Service Policy and Plan.	Human Resources Business Partner	Completed – December 2011	
	Train all staff in Customer Service Guidelines and provide training on-going for new employees. All new employees will complete the accessibility training as part of their orientation.	Human Resources Business Partner	Completed- December 2012	
	Implement a feedback mechanism on accessibility for customers and make this information available to the public. Inquiries may be made by telephone or in writing.	Director, Communications and Transformation	Completed - December 2012	Continually evaluate feedback.
	Report Compliance to the Ministry	Human Resources Business Partner	Completed - January 2012	On-going compliance reporting will be completed as required.
Emergency Response Information, January 2013	Emergency Preparedness Plan was developed and updated to obtain accommodation requirements of employees with disabilities in the event of an emergency	Human Resources Business Partner	Completed- January 2013 and a process is in place to orient new employees	The plan will be reviewed and updated as required.



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AODA Requirement and Legislative Compliance Deadline	Action/Initiative	Responsibility	Target Date/Status	Follow up Recommendation. (as of December 2023)
Accessibility Policy by 2015	Establish an Accessibility Policy that meets Integrated Accessibility Standards Regulation (IASR) standards, under AODA requirements.	Human Resources Business Partner	Completed-December 2015	Review and update as applicable
Accessibility Plan by 2014	Develop a multi-year Accessibility Plan and post on the website.	Human Resources Business Partner	Completed by December 2014	Review and update annually
IASR	Accessibility Compliance Report	Human Resources Business Partner	Completed by December 2014	
AODA, IASR Training by 2015	Provide training to all staff and volunteers on the rights and obligations under the IASR and the Human Rights Code (as it pertains to people with disabilities). Maintain training records.	Director, People & Culture	Completed by December 2015	Evaluate training once completed and incorporate appropriate feedback.
Communication in Accessible Formats / language to be made available upon request by January 2016	Printed communication materials can be made available in accessible format on request.	Director, Communications & Transformation	Requests will be met on demand	



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<p>Accessible Website with Web Content in accordance with Accessibility Guidelines (WCAG)2.0, at Level A by 2014 and level AA by 2021</p>	<p>According to the Website Accessibility Evaluation Tool (WAVE), PACE will continue to upgrade its websites and review their content to ensure that they meet accessibility standards working with programmers, designers and website accessibility experts.</p>	<p>Director, Communications & Transformation</p>	<p>Level A – December 2014 Level AA – December 2021</p>	<p>Completed -to be reviewed as required</p>
<p>Accessibility in Human Resources (HR) Practices- (Employment Standards of IASR) by January 2016 Recruitment Process</p>	<p>All Job postings have equal opportunity statement encouraging individuals with disabilities to apply. Accommodation needs will be identified at time of interview or just following offer of employment and suitable arrangements will be made.</p>	<p>Human Resources Business Partner</p>	<p>January 2016- has been in practice</p>	<p>Completed -to be reviewed as required</p>
<p>Accommodation process and plan for Employees by January 2016</p>	<p>To develop and update policies to accommodate employees with special needs (i.e creating Individualized Accommodation Plan etc.).</p>	<p>Human Resources Business Partner</p>	<p>January 2016</p>	<p>Completed -to be reviewed as required</p>



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Return to work process by January 2016	Review and update the existing HR policy on Return to Work, Modified Duties, Occupational and Non-occupational Disability.	Human Resources Business Partner	January 2016	Completed -to be reviewed as required
Use of fragrances in the workplace	Develop a scent policy and educate staff.	Human Resources Business Partner	Completed- has been in practice.	Completed -to be reviewed as required
Understanding of new accommodation policy and process.	Develop policy about supporting employees / consumers with disabilities. Develop formal accommodation policy. Educate staff on this policy via staff meetings and one-on-one conversations.	Human Resources Business Partner	January 2016	Completed -to be reviewed as required