

Multi-Year Accessibility Plan 2014 – 2018

This Multi-Year Plan is a road map that illustrates how Brain Injury Services will achieve its commitments to accessibility; meet all requirements under the Accessibility of Ontarians with Disabilities Act (AODA); and identify and minimize any additional barriers to accessibility in the organization.

Standards and Requirements	Strategy or Activity	Responsibility	Target Date	Completion
Welcoming	Provide all agency sites with accessibility information which is available to the public upon request.	Director, Transitional Living Service	September 2015	Complete
Communicating	Make the website and written information accessible.	Director, Communications	November 2015	Complete
	Offer flash cards in languages other than English or French to the admissions department and the main office reception area.	Director, Transitional Living Service	August 2014	
	Make both the Multi-year Accessibility Plan and the Accessibility Compliance Report available to the public.	Director, Communications	December 31, 2014	
Governance	Conduct bi -annual reviews of accessibility policies and practices.	Senior Team	March 2016 and 2018	
Training and HR practices	Offer accessibility and AODA training to all employees upon hire.	Director, Human Resources	October 2014 and ongoing	Complete 12-14
	Recognize National Accessibility awareness week and provide resources to all employees about accessibility and AODA.	Director, Transitional Living Service	May 2015	
Physical spaces	Complete bi-annual accessibility audits of all sites.	Director, Transitional Living Service	June 2015 and 2017	

Identifying barriers	<p>Conduct semi-annual reviews of feedback forms received from the public.</p> <p>Identify barriers to accessibility through client discussion focused on concerns related to access.</p>	<p>Director, Transitional Living Service</p> <p>Director, Community Services</p>	<p>November 2014 and ongoing</p> <p>June 2015</p>	Complete 11-14

Review and Monitoring Process

- The Director, Transitional Living Services, will be the lead to monitor the progress of the Multi-Year Plan.
- The Senior Team will evaluate the effectiveness of barrier-removal and prevention strategies and, together with the Board of Directors, as applicable, plan for increased accessibility.
- The Director, Transitional Living Services, will prepare and file an annual status report (i.e. Compliance Report) with listed measures taken to implement the plan.
- At least once every 5 years, the plan shall be reviewed and updated by the Senior Team in consultation with persons with disabilities, as appropriate.

Communication of the Plan

- An annual Status report of the Multi-Year Accessibility Plan will be posted on the agency website.
- Questions, comments and feedback regarding the Accessibility Plan may be directed to: The Director, Transitional Living Services.