

# AODA MULTI-YEAR ACCESSIBILITY PLAN

## INTENT

This accessibility plan outlines the policies and actions that Paisley Partners (a Navacord Company) will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT (AODA)

The AODA Multi-Year Accessibility Plan outlines the policies, achievements, and actions that Navacord have taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2023-2028), to align with our strategic plan.

## STATEMENT OF COMMITMENT

Navacord is committed to treating everyone with fairness and respect, in an impartial, equitable, sensitive, and ethical manner. Navacord is working towards full compliance with current standards of the Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA); and Accessible Canada Act as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

Navacord is committed to develop, implement, and maintain policies that govern how the organization achieves or will achieve accessibility. To facilitate this commitment, Navacord has established, maintained, and documented a multi-year accessibility plan, that is reviewed and updated at least once every five years to identify progress made in addressing barriers and will be posted on Navacord's website and Employee Intranet.

Navacord is committed to completing the accessibility compliance report by December 31<sup>st</sup>, 2023.

## FEEDBACK

Navacord is committed to exceeding customer expectations in its service to individuals with disabilities, while also ensuring that the needs of employees with disabilities in the workplace are met effectively. Comments on our services are welcomed and appreciated from members of the public and employees. Feedback regarding the way that Navacord provides services to persons with disabilities can be made in the following ways:

- in person
- by telephone at 416-510-1177
- in writing to 4100 Yonge Street, Suite 415, Toronto, ON M2P 3B5 Attn: COO
- by email to [info@paisley-partners.com](mailto:info@paisley-partners.com)

MULTI-YEAR ACCESSIBILITY PLAN  
(2023 – 2028)

**General Requirements**

| Accessibility Requirement                 | Action Requirement   | Compliance Due Date | Status    | Responsible Authority                   |
|---|--|---------------------|-----------|---|
| Establishment of accessibility policies   | Develop policies and multi-year accessibility plan, including statement of organizational commitment   | January 2014        | Completed | Administration                          |
| Training on IASR and the Human Right Code | Train all employees, volunteers, policy developers, those providing services on behalf of Navacord on Ontario's accessibility laws and the Human Rights Code | January 2015        | Completed | Administration and Managers/Supervisors |

**Information and Communication Standards**

| Accessibility Requirement                    | Action Requirement  | Compliance Due Date | Status    | Responsible Authority                             |
|--|---|---------------------|-----------|---|
| Feedback Process                             | Review of feedback processes  | January 2015        | Completed | Administration and Marketing, IT & Communications |
| Accessible formats and communication support | Provide accessible formats and communication supports   | January 2016        | Completed | Marketing, IT & Communications                    |
| Accessible websites and web content          | Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A | January 2014        | Completed | Marketing, IT & Communications                    |
|  | Make all Internet website and web content conforms with WCAG 2.0 level AA                                 | January 2021        | Completed | Marketing, IT & Communications                    |

**Employment Standard**

| Accessibility Requirement                        | Action Requirement  | Compliance Due Date | Status    | Responsible Authority                    |
|--|---|---------------------|-----------|--|
| Recruitment, assessment, and selection processes | Notification about accommodation for applicants with disabilities                                   | January 2016        | Completed | Human Resources and Managers/Supervisors |
|  | Provide suitable accommodation that considers the applicant's accessibility needs due to disability | January 2016        | Completed | Human Resources and Managers/Supervisors |

|   |  |              |           |   |
|---|--|--------------|-----------|---|
|   | Notify public regarding availability of accommodation  | January 2016 | Completed | Human Resources and Managers/Supervisors        |
| Workplace emergency response information  | Develop workplace emergency plans for employees with disabilities  | January 2012 | Completed | On Site Administration and Managers/Supervisors |
| Documented individual accommodation plans | Inform employees accommodations are available to assist in performing their duties                                 | January 2016 | Completed | Human Resources and Managers/Supervisors        |
|   | Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability | January 2016 | Completed | Human Resources and Managers/Supervisors        |
|   | Develop form for documenting individual accommodation plans  | January 2016 | Completed | Human Resources and Managers/Supervisors        |
|   | Review return to work process to ensure compliance   | January 2016 | Completed | Human Resources and Managers/Supervisors        |
| Performance management process            | Performance management to consider the employee's accessibility needs  | January 2016 | Completed | Human Resources and Managers/Supervisors        |
| Career development and advancement        | Career development and succession planning which considers the employee's accessibility needs                      | January 2016 | Completed | Human Resources and Managers/Supervisors        |
| Redeployment                              | Redeployment process to take into account the employee's accessibility needs                                       | January 2016 | Completed | Human Resources and Managers/Supervisors        |

### Customer Service Standard

| Accessibility Requirement  | Action Requirement   | Compliance Due Date | Status    | Responsible Authority          |
|----------------------------|--|---------------------|-----------|--------------------------------|
| Develop Feedback Form      | Develop feedback form and process  | January 2012        | Completed | Human Resources & COO          |
| Accessible Forms           | Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support | January 2016        | Completed | Marketing, IT & Communications |
| Provide Accessible Website | Ensure website and contents are accessible   | January 2021        | Completed | Marketing, IT & Communications |

### Transportation Standards

| Accessibility Requirement  | Action Requirement  | Compliance Due Date | Status    | Responsible Authority       |
|--|---|---------------------|-----------|-----------------------------|
| Provide accessible transportation.<br><br>*Most of the requirements of the transportation standard relate to the operation of public transportation service systems. Navacord currently does not own or operate any transportation system. | Implement a plan to ensure transportation is accessible to people with disabilities. This includes providing accessible vehicles, trained staff, and appropriate communication and assistance for passengers with disabilities. | January 2025        | Completed | Human Resources and Manager |

### Design of Public Space

| Accessibility Requirement   | Action Requirement  | Compliance Due Date | Status   | Responsible Authority                  |
|-----------------------------|---|---------------------|--|--|
| Emergency Preparedness Plan | Develop an emergency preparedness plan for employees with special needs | January 2025        | Completed  | Human Resources and Manager            |
| Space Evaluation            | Space owners to complete space evaluations                              | January 2025        | Incomplete, will be reviewed annually with an anticipated completion date of no later than December 2028. Currently working with property management to assess the space and make any necessary changes. | Administration and Property Management |

### Procurement

| Accessibility Requirement   | Action Requirement  | Compliance Due Date | Status    | Responsible Authority |
|---|---|---------------------|-----------|-----------------------|
| Procedures for buying and acquiring goods, services, and facilities | Considering accessibility, where possible, along with other criteria like the quality and cost of the items | January 2025        | Completed | Administration & HR   |

### Review and Update

This document was reviewed and updated on December 15<sup>th</sup>, 2023.