

Wesway's Multi-Year Accessibility Plan – 2014 AODA Compliance Update

This update highlights the progress Wesway has made thus far to ensure accessibility throughout the organization.

Because of the type of service Wesway provides, our goal was not to just meet the required steps laid out in the Accessibility for Ontarians with Disabilities Act (AODA), but to strive to be a leader in accessibility for our community and the region. While the goal of AODA is to create an accessible Ontario by 2025, Wesway strongly believes we will achieve this much sooner.

Wesway has:

- Developed a multi-year accessibility plan, addressing potential barriers and demonstrating what we have accomplished so far to achieve accessibility.
- Incorporated both the Customer Service Standard and the Integrated Accessibility Standards (IASR) as a mandatory component in our training courses for all new and existing employees and volunteers.
- Launched a new website, which meets the World Wide Web Consortium Web Content Accessibility Guidelines WCAG 2.0 Level A
- Created eight Accessibility Policies, which address Wesway's requirements under the AODA as well as other accessibility improvements. These policies are included in our Accessibility Plan and are highlighted on our website.

- Created a Statement of Wesway's Commitment to Accessibility. This statement is included in our multi-year accessibility plan and is highlighted on our website.
- Created a feedback process to ensure that all accessibility issues are addressed in a timely manner.
- A designated staff member to ensure training on AODA and the Human Rights Code as it pertains to accessibility is provided to all staff and volunteers.
- Committed to provide any accessibility or training material in alternative formats such as large print or other means, if requested.
- Committed to ensure any employee who has a disability, has an emergency response plan customized to deal with potential emergencies.