

**Langs
MULTI-YEAR ACCESSIBILITY PLAN**

24-Nov-20

INTEGRATED STANDARD - GENERAL REQUIREMENTS

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Statement of Commitment Create and/or review policies and procedures for each standard.	January 1, 2014	Complete	Requirements include: Statement of Commitment made public such as posted on an organizations website. Assess current policies and identify gaps related to accessibility.	Statement posted to Langs website
Develop and post Multi-Year Accessibility Plan	January 1, 2014	Complete		Plan posted to Langs website
Kiosks: After the deadline kiosks need to consider accessibility requirements of customers with disability.	January 1, 2014	n/a	Requirements include: Consider accessibility features required by customers/clients when designing, procuring, developing or acquiring a public electronic kiosk or computer terminal.	Ocean Kiosks are not fully accessible, patients unable to check in using this system are encouraged to go directly to Medical Secretaries
Train staff , volunteers (including Board Members) and all paid positions on the IASR and on aspects of the Human Rights Code that relate to accessibility.	January 1, 2015	Ongoing	Requirements include: Training format is flexible and can be delivered in a variety of means (i.e.. In-person, on-line). Training process for new employees and volunteers needs to be developed. Training records should be maintained. Training needs to be appropriate to job duties and kept current.	All staff and volunteers receive training on the AODA when starting with Langs
Complete government accessibility report	December 31, 2021	Complete	Report confirming commitment to AODA requirements to be submitted every three years	
Update Multi-Year Accessibility Plan	January 1, 2024		Requirements include: Multi-Year Accessibility Plans need to be reviewed and updated every 5 years.	
Complete government accessibility report	December 31, 2020	Complete	Details on reporting requirements have yet to be released.	
Complete government accessibility report	December 31, 2023		Details on reporting requirements have yet to be released.	

INFORMATION & COMMUNICATION STANDARD

Standard Requirements	Date Due	Completion Status	Requirements	Actions Completed
Make your emergency and public safety information accessible to the public and accessible when requested.	January 1, 2012	Complete	Requirements include: Review emergency and public safety information you provide. Develop a process for responding to requests for alternative formats and supports.	
Make your feedback processes (including surveys or comment cards) accessible when requested.	January 1, 2015	Complete	Requirements include: Develop a process for responding to requests for alternative formats and supports.	Complaint and Feedback policies reviewed and staff trained on their duty to accommodate
Make information about your organization's goods, services and facilities accessible upon request.	January 1, 2016	Complete	Requirements include: Develop a process for responding to requests for alternative formats and supports.	Staff trained on duty to accomodate, procedures to be put in place to request alternative formats/ supports
New - Internet websites developed after deadline must conform with WCAG 2.0 level A	January 1, 2014	Complete	Applies only to site created after the January 1, 2014 deadline	Website updated in 2019
All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)	January 1, 2021	Complete		

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EMPLOYMENT STANDARD

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Provide individual emergency safety plans for employees with disabilities during an emergency and/or emergency information that's formatted so an employee with a disability can understand it.	January 1, 2012	Completed	Requirements include: Determine which employees need individual plans (both permanent or temporary). Plans should include employee consent. Prepare and provide information to these employees (in an accessible format if required).	
Recruitment: Notify the public and applicants about the availability of accommodation in the recruitment process.	January 1, 2016	Completed	Requirements include: Informing public/applicants of the organization's accommodation policy. If requested, consult with applicant to arrange suitable alternatives to materials or process.	
Assessment: Inform selected candidates that accommodation are available during the assessment and selection process for people with disabilities.	January 1, 2016	Completed	Requirements include: Inform candidates that accommodations are available. Provide or arrange accommodations for candidates based on their disability.	
Selection: Inform a successful candidate that the organization has policies to support people with disabilities and job accommodations.	January 1, 2016	Completed	Requirements include: During the job offer inform that candidate that the organization provides both job accommodation and policies to support employees with disabilities. Include policies/procedures in the job offer package.	
Retention: Educate staff on the organization's policies that support disabilities.	January 1, 2016	Completed		
Retention: Provide accommodation plans for employees with disabilities.	January 1, 2016	Completed	Requirements include: Develop a policy/procedure for providing document accommodation plans for employees with a disability.	
Retention: Document a return to work process for employees	January 1, 2016	Completed	Provide policy to new employees in the job offer package.	
Retention: Performance management, career development and job change (including recall or redeployment) processes need to take the needs of employees with disabilities into consideration.	January 1, 2016	Completed		

TRANSPORTATION

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
Standard applies to those who provide conventional or specialized transit services such as transit buses, motor coaches, subways, etc...).	n/a	n/a		

DESIGN OF PUBLIC SPACES/BUILT ENVIRONMENT STANDARD (BES)

Standard Requirements	Date Due	Completion Status	Current Status/Notes	Current Status/Notes
New or redeveloped public spaces will need to be made accessible.	January 1, 2017	Ongoing	Requirements apply to new construction and major changes to public spaces such as public eating areas, public playgrounds, outdoor paths, accessible parking and service-related elements like services counters.	
New or redeveloped buildings and/or spaces will need to be made accessible.	January 1, 2017	Ongoing	Requirements will be enforced by enhancements to the Ontario's Building Code.	
Provide procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order	01-Jan-12	Ongoing	Policy 1.05 in AODA Manual - Notice of Disruption in Service Providers	