



AODA MULTI-YEAR ACCESSIBILITY PLAN – 2020

Accessibility Requirement	Current Policies	Department Responsible	Due Date	Results
Provide accessible Customer Service <ul style="list-style-type: none"> • Train staff and volunteers to serve customers of all abilities • Keep a written record of training • Welcome service animals and support persons • Create accessible ways for people to provide feedback • Put an accessibility policy in place so employees, volunteers and customers can know what to expect 	Yes	Human Resources	January 1, 2012	Complete
Provide accessible emergency and public safety information		Human Resources	January 1, 2012	Ongoing
Provide accessible emergency information to staff		Human Resources	January 1, 2012	Ongoing
Create Accessibility Policy	Yes	Human Resources	January 1, 2014	Complete
Create Multi-Year Plan	Yes	Human Resources	January 1, 2014	Complete
Post Multi-Year Plan on website in accessible format		Human Resources	January 1, 2014	Complete
Makes websites accessible		IT and Marketing	January 1, 2014	Complete
File an Accessibility Compliance Report		Head Office	December 31, 2014	Complete
Train staff on Ontario's accessibility laws		Human Resources	January 1, 2015	Complete
Make it easy for people with disabilities to provide feedback		Human Resources	January 1, 2015	Complete
Make public information accessible when asked		Human Resources	January 1, 2016	Ongoing
Make employment practices accessible		Human Resources	January 1, 2016	Complete
Recruitment – Hiring, retaining and career development opportunities to be accessible		Human Resources	January 1, 2016	Complete
Document processes for developing individual accommodation plan and return-to-work plans		Human Resources	January 1, 2016	Complete
Make new or redeveloped public spaces accessible: recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, public outdoor paths of travel, parking lots, service counters, fixed waiting lines, waiting areas with fixed seating		Head Office	January 1, 2017	Complete
File an Accessibility Compliance Report		Head Office	December 31, 2017	Complete



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Self Service Kiosks – Consider accessibility features that could be built into kiosks to best meet the needs of people with disabilities		Human Resources	January 1, 2019	Complete
Multi-Year Accessibility Plan – Develop, implement, and maintain policies governing how Portal Village will achieve accessibility through meeting the requirements set out in the AODA and its regulations and include a statement of commitment to meeting the accessibility needs of people with disabilities in those policies		Human Resources	January 1, 2019	Complete
Provide Accessible Customer Service – Train employees, volunteers and any individual who is involved in the preparation of the organization’s policies regarding the requirements of the Accessibility Standards for Customer Service		Human Resources	January 1, 2019	Complete
Training – Train employees, students, volunteers, and any individual who is involved in the preparation of the organization’s policies and plans regarding the requirements of the AODA and the Integrated Accessibility Standards		Human Resources	January 1, 2019	Complete
Employment – Recruitment, Assessment and Selection: We must notify employees and public about availability of accommodation in recruitment process. Notify job applicants when selected to participate in an assessment or selection process that accommodation is available on request		Human Resources	January 1, 2019	Complete
File an Accessibility Compliance Report		Head Office	June 30, 2021	
Make all websites and web content accessible		IT and Marketing	January 1, 2021	In process
File an Accessibility Compliance Report		Head Office	December 31, 2023	