

MULTI-YEAR ACCESSIBILITY PLAN

SCOPE

Clearford is committed to providing a barrier-free environment for our clients, customers, clients, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. Clearford is dedicated to offering equal opportunity to access our services and to provide a safe, dignified, and welcoming environment for all.

The Accessibility Plan ("Plan") outlines Clearford's approach to removing barriers and improving accessibility for employees, customers, clients, and visitors.

PURPOSE

The Plan, outlines Clearford's approach to removing barriers and improving accessibility for employees, customers, clients and visitors. We will work continuously toward compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and all related standards, focusing on a barrier-free environment.

PLAN

The Plan covers the period from 2025 to 2029 and outlines our actions and commitments for the next five years.

YEAR 1: 2025

1. Customer Service Standards

- **Action:** Review and update our customer service policies and procedures to ensure they align with the AODA standards.
- **Goal:** Ensure that all employees who interact with the public receive training on accessibility and customer service for people with disabilities.
- **Timeline:** Completed by December 2025.

2. Information and Communications Standards

- **Action:** Ensure that all public-facing communications (i.e., website, brochures, etc.) are accessible, including providing information in alternative formats upon request (e.g., large print, Braille, or audio).

- **Goal:** Improve accessibility of digital content and customer communications.
- **Timeline:** Ongoing, starting in March 2025.

3. Employment Standards

- **Action:** Review hiring practices and ensure the application process is accessible to persons with disabilities.
- **Goal:** Ensure accessible hiring practices and provide accommodations as needed for employees with disabilities.
- **Timeline:** Completed by December 2025.

YEAR 2: 2026

1. Built Environment

- **Action:** Conduct an accessibility audit of our facilities to identify and address any physical barriers.
- **Goal:** Implement improvements to ensure accessibility in all areas that are open to the public.
- **Timeline:** Completed by December 2026.

2. Information and Communications Standards

- **Action:** Implement accessible formats for all training materials and other internal communications.
- **Goal:** Ensure that all training materials, employee handbooks, and internal communications are available in accessible formats.
- **Timeline:** Completed by December 2026.

3. Feedback Mechanism

- **Action:** Develop an accessible feedback mechanism that allows people with disabilities to comment on our services and accessibility initiatives.
- **Goal:** Create an easy-to-use feedback process for customers and employees with disabilities.
- **Timeline:** Completed by December 2026.

YEAR 3: 2027

1. *Employment Standards*

- **Action:** Provide disability-related accommodations in the workplace for employees.
- **Goal:** Create an inclusive workplace where all employees have access to the necessary supports for success.
- **Timeline:** Ongoing, with a progress review in May 2027.

2. *Training*

- **Action:** Provide training on the AODA and accessibility needs for all staff, including leadership, to ensure organizational-wide understanding.
- **Goal:** Ensure that all employees, including new hires, are trained on accessibility standards and the AODA.
- **Timeline:** Completed by December 2027.

YEAR 4: 2028

1. *Accessibility in Information Technology*

- **Action:** Ensure that all internal and external digital content meets WCAG 2.0 (Web Content Accessibility Guidelines) Level AA standards.
- **Goal:** Improve the accessibility of our website and other digital tools to ensure they are usable by everyone, including people with disabilities.
- **Timeline:** Completed by December 2027.

2. *Public Awareness and Communication*

- **Action:** Increase public awareness about our accessibility initiatives and communicate how individuals can request accommodations.
- **Goal:** Raise awareness through newsletters and website updates.
- **Timeline:** Ongoing, with an annual review.

YEAR 5: 2029

1. *Continued Accessibility Audits*

- **Action:** Conduct regular accessibility audits of both physical spaces and digital platforms.

- **Goal:** Continually assess the accessibility of our services, ensuring ongoing compliance and improvement.
- **Timeline:** Ongoing, with the next audit scheduled for May 2025.

2. Continuous Improvement and Review of the Accessibility Plan

- **Action:** Conduct a review of our Multi-Year Accessibility Plan, incorporating feedback from employees, customers, and stakeholders.
- **Goal:** Ensure that the plan reflects current accessibility needs and AODA requirements.
- **Timeline:** Reviewed and updated by October 2029.

MONITORING AND REPORTING

We will review and report on the progress of this Multi-Year Accessibility Plan annually. Our annual accessibility progress report will be made available on our website and can be accessed upon request in alternative formats. This will ensure transparency and accountability in meeting our accessibility goals.

CONTACT INFORMATION

For more information about the Plan, or to request accessible formats, please contact:

- **Department:** Human Resources
- **Phone:** 613-599-6474
- **Website:** <https://www.clearford.com/about-us/contact/>