



Multi-Year Plan

Our multi-year accessibility plan outlines our planned actions designed to remove barriers to accessibility and to ensure compliance with the *Accessibility for Ontarians with Disabilities Act* (AODA) and its associated Regulations. The following is a summary of our multi-year plan, from 2016 to 2019:

Multi-Year Plan:

- create an organizational statement of commitment and post on our website
- create and communicate an accessibility policy for the company in alignment with the Human Rights Code, the Integrated Accessibility Standard (IAS) and the Customer Service Standard
- develop, communicate and maintain a multi-year accessibility plan that works towards removing barriers and ensures compliance with AODA standards
- ensure accessibility and visibility of emergency response and public safety procedures
- provide training for all existing and new employees on an ongoing basis on our accessibility policy and procedures
- establish alternate accessible formats for receiving and replying to feedback provided on accessibility
- develop and communicate policies and procedures that provide accommodations for employees and candidates with disabilities to ensure equal access to employment opportunities
- provide training to all employees in Ontario on IASR and the Human Rights Code
- create a return to work process for employees with disabilities

Individuals who wish to provide IRC with feedback regarding the way we provide goods and services to people with disabilities may do so in the following ways:

- in person
- by telephone
- by email
- in writing

All feedback, including complaints, will be reviewed and acted on as appropriate to improve IRC's AODA compliance.