



AODA Multi-Year Accessibility Plan

Organization: Connect4Life

Duration: 2024 to 2029

Compliance Goal: Align with the Accessibility for Ontarians with Disabilities Act (AODA) and provide inclusive virtual and in-person programming.

Introduction

Connect4Life is committed to fostering an inclusive and accessible environment for all stakeholders, including staff, volunteers, clients, and the public. This multi-year accessibility plan outlines our strategy to ensure compliance with the AODA and to continuously improve accessibility in our services, programs, and operations. The plan also reflects our transition from primarily virtual programming to gradually reintroducing in-person services.

1. Current Situation Analysis

Strengths:

- Robust virtual programming infrastructure.
- Existing accessibility features for online platforms (e.g., screen reader compatibility, captions on video content).

Challenges:

- Limited physical space accessibility for in-person programming.
- Need for enhanced training on accessibility best practices.
- Gradual reintroduction of in-person services post-pandemic.

2. Accessibility Goals and Objectives

2.1 General Requirements

- Ensure policies, practices, and procedures comply with the AODA standards.
- Update and maintain this accessibility plan every five years.

2.2 Information and Communications

- Provide accessible formats and communication supports upon request.
- Ensure the website and digital content comply with WCAG 2.1 Level AA standards.

2.3 Employment

- Implement inclusive hiring practices.
- Provide accommodations throughout the employment lifecycle.

2.4 Customer Service

- Deliver services that respect the dignity and independence of persons with disabilities.
- Offer ongoing training for staff and volunteers on accessibility standards and customer service best practices.

2.5 Built Environment

- Gradually improve physical accessibility in facilities used for in-person programming.
- Ensure compliance with the Design of Public Spaces Standards (Accessibility Standards for the Built Environment).

3. Action Plan by Year

Year 1 (2024)

- **Policy Updates:** Review and update all accessibility policies to ensure alignment with AODA requirements.
- **Virtual Accessibility:** Conduct a comprehensive audit of online platforms and implement any necessary updates to enhance accessibility.
- **Training:** Provide initial accessibility training for all staff and volunteers.
- **Feedback System:** Establish a mechanism to receive and respond to accessibility feedback from stakeholders.

Year 2 (2025)

- **In-Person Programming Preparation:** Identify and prioritize physical spaces for future programming and assess their accessibility.
- **Communications:** Transition all public-facing documents and materials to accessible formats.
- **Emergency Procedures:** Develop and communicate accessible emergency response plans.

Year 3 (2026)

- **Facility Upgrades:** Begin implementing upgrades to physical spaces, focusing on priority areas (e.g., ramps, elevators, accessible washrooms).
- **Evaluation:** Conduct an internal audit to evaluate compliance and identify gaps in accessibility.
- **Partnerships:** Collaborate with community organizations to learn and adopt best practices.

Year 4 (2027)

- **Expanded Training:** Introduce advanced training modules for accessibility in hybrid service delivery (virtual and in-person).
- **Testing and Feedback:** Pilot in-person programming in upgraded spaces and gather feedback for further improvement.

Year 5 (2028)

- **Full Integration:** Fully integrate virtual and in-person programming with comprehensive accessibility measures.
- **Compliance Audit:** Engage an external auditor to confirm compliance with AODA standards.
- **Future Planning:** Update the multi-year plan based on lessons learned and emerging needs.

Year 6 (2029)

- **Sustainability Measures:** Develop and implement measures to sustain accessibility improvements.
- **Public Reporting:** Publish a final report summarizing achievements and setting the stage for the next multi-year plan.

4. Monitoring and Reporting

- Annual progress reports will be made publicly available on our website.
 - Feedback mechanisms will be used to ensure ongoing stakeholder engagement and satisfaction.
 - Regular reviews will ensure the plan remains relevant and effective.
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5. Conclusion

Connect4Life is dedicated to creating an accessible and inclusive environment. This multi-year accessibility plan reflects our commitment to removing barriers, promoting inclusion, and complying with the AODA. By implementing this plan, we aim to empower individuals of all abilities to participate fully in our programs and services.