LifeLearn: AODA Multi-Year Accessibility Plan

LifeLearn takes its compliance requirement seriously and is actively pursuing accessibility standards which meet the requirements for AODA and the ISAR. We are cognizant of the interconnection between the AODA and the principles of the Human Rights Code on privacy, equity, independence, dignity and respect. If there is a request for accommodation LifeLearn recognizes its role in including and engaging the individual in exploring a timely, workable accommodation solution.

LifeLearn has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next several years. We are committed to making accessibility throughout the organization a reality.

LifeLearn has achieved exponential growth in the years 2012 to 2015. Employee numbers in 2014 were approximately 40 people. In 2018, the employee numbers have grown to over 70 people. The AODA reporting categories have changed as our organization has grown so that now the company is considered a large employer.

The document is available in alternative format upon request. Should you require more information on LifeLearn’s AODA initiatives please contact Human Resources.

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| Compliance Standard | Deliverable/Action Item | Compliance Deadline | Status |
| Accessible Customer Service | provide training to your staff and volunteers to serve customers of all abilities.  welcome service animals and support persons  put an accessibility policy in place. | January 1, 2012 | **Complete** |
| Emergency and Public Safety Information | emergency procedures, plans and information is available in an accessible format when requested | January 1, 2012 | **Complete** |
| Accessible emergency information for Staff | ensure employees with disabilities are provided with individual workplace emergency workplace information. | January 1, 2102 | **Complete** |
| Accessibility Compliance Report | File an Accessibility Compliance Report | January 31, 2014 | **Complete** |
| Accessibility Policies | Create policies to help achieve accessibility goals  Tell employees and customers about policies | January 1, 2015 | **Complete**  Policies are available to public upon request and posted on our website. Staff were provided copies. |
| Self-Service Kiosks |  | January 1, 2015 | **Not Applicable** -LifeLearn does not have Kiosks. If Kiosks are introduced, LifeLearn will ensure they are compliant with AODA legislation. |
| Compliance Standard | Deliverable/Action Item | Compliance Deadline | Status |
| Accessible Customer Service | Keep a written record of training  Ensure organization is able to accommodate the use of assistive devices  Ensure organization is able to accommodate the use of service animals  Ensure that Notice of Temporary Disruption is posted when required. | January 1, 2016 | **Completed** |
| Create Accessibility Policy and Multi-Year Plan | Create policies and multi-year accessibility plan to help achieve goal  Post multi-year plan on website | January 1, 2016 | **Complete** |
| Accessible Websites and Content | Make new and significantly updated websites accessible.  Ensure the organization’s website and content adhere to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level A | January 1, 2016 | **Complete** |
| Training Staff | Train all employees and volunteers on the accessibility requirements that apply. | January 1, 2016 | **Complete** |
| Compliance Standard | Deliverable/Action Item | Compliance Deadline | Status |
| Employment – Recruitment, Assessment and Selection | Will notify employees and public of the availability of accommodations during the recruitment process.  Upon request will work with the individual to find a suitable accommodation during the recruitment and assessment process. | January 1, 2106 | **Complete** |
|  | Upon selection successful candidates will be notified of accommodation policies when they receive their offer. |  |  |
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| Employment - Individual Accommodation Plans and Return to Work | Create individual accommodation plans for employees with disabilities setting out how the employee will be accommodated. | January 1, 2016 | **Completed** |
| Employment -Performance Management, Career Development and Advancement | Ensure that the accessibility needs of employees and IAPs are considered when using performance management, career development and advancement. | January 1, 2106 | **Completed** |
| Accessible Formats and Communication Supports | Ensure the organization is able to communicate with people with disabilities by providing alternative formats and communication supports when requested. | January 1, 2016 | **Completed** |
| Employment – Informing Employees of Support | Inform employees of policies to support employees with disabilities, including accommodation policies.  Provide updates to changes in policies.  Employees with disabilities who request an accommodation will be consulted before providing or arranging accessible formats to ensure it best suits their individual needs. | January 1, 2016 | **Completed** |
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| Compliance Standard | Deliverable/Action Item | Compliance Deadline | Status |
| Built Environment – Accessible Off -Street Parking | When constructing new or redeveloping off-street parking. | January 1, 2017 | **N/A –** |
| Built Environment – Exterior Paths of Travel | When constructing all applicable new or redeveloped paths of travel, | January 1, 2017 | **N/A** |
| Built Environment – Maintenance | Establish procedures for prevention and emergency maintenance of the accessible elements in public spaces. | January 1, 2017 | **N/A** |
| Accessibility Compliance Report | File an Accessibility Compliance Report | December 31, 2017 | **Completed** |
| Accessibility Compliance Report | File an Accessibility Compliance Report | December 31, 2020 |  |
| Websites and Content Accessible | Ensure the organization’s website and content adhere to the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA | January 1, 2021 |  |
| Accessibility Compliance Report | File an Accessibility Compliance Report | December 31, 2023 |  |