

Item	AODA Section	Compliance Date	Action	Status
Put an Accessible Customer Service Policy in place	O. Reg 191/11 s.80.46	1/1/2012	Create policy	Complete - Policy POLA10 "Accessible Customer Service" is available
Train your staff and volunteers to serve customers of all abilities	O. Reg 191/11 s.80.49	1/1/2012	Publish policy in company newsletter Formally train staff who interact with customers	Complete - Published in Dec 2011 newsletter and training materials distributed
Keep a written record of the	O. Reg 191/11 s.80.49	1/1/2012	Scan copies of training documents	Training available in HR
Welcome service animals and support persons	O. Reg 191/11 s.80.45	1/1/2012	Include in policy	Complete - Included in policy POLA10 "Accessible Customer Service"
Create accessible ways for people to provide feedback	O. Reg 191/11 s.80.50	1/1/2012	Include in policy	Complete - Included in policy POLA10 "Accessible Customer Service"
Provide accessible emergency and public safety information	O. Reg 191/11 s.27	1/1/2012	Include in policy	Complete - Currently available in POLA11 "Accessibility Policy"
Provide accessible emergency information to staff	O. Reg 191/11 s.27	1/1/2012	Include in policy	Complete - Currently available in POLA11 "Accessibility Policy"
Create accessibility policy	O. Reg 191/11 s.3	1/1/2014	Create policy	Complete - Policy POLA11 "Accessibility Policy" is available
Create multi-year accessibility plan	O. Reg 191/11 s.4	1/1/2014	Create plan	Complete - This document is the multi-year plan
Post multi-year accessibility plan on website in an	O. Reg 191/11 s.4	1/1/2014	Consult with IT department to post accessibility plan on website	Complete - Posted
Consider accessibility when purchasing or designing self-	O. Reg 191/11 s.6	1/1/2014	Consider accessibility of self-service kiosks	Complete - The company does not currently have self-service kiosks
Make websites accessible	O. Reg 191/11 s.14(4)	1/1/2014	Review if any new projects involve website updates	Complete - No new website planned. This item will be implemented if a new website is developed before 2023
File an Accessibility	O. Reg 191/11 s.86.1(3)	12/31/2014	File report	Complete - Filed Dec 22, 2014
Train staff on Ontario's	O. Reg 191/11 s.7	1/1/2015	Conduct training with all staff	Ongoing
Enable people with disabilities to provide feedback	O. Reg 191/11 s.11	1/1/2015	Include in policy	Complete - Included in policy POLA10 "Accessible Customer Service"
Make public information accessible when asked	O. Reg 191/11 s.26	1/1/2016	Include in policy	Complete - Included in policy POLA10 "Accessible Customer Service"
Make hiring, retaining and providing career development	O. Reg 191/11 s.22-25	1/1/2016	Include in policy	Complete - Included in policy POL A11 "Accessibility Policy"
Document processes for developing individual accomodation plans and RTW	O. Reg 191/11 s.28-29	1/1/2016	Include in policy	Complete - Included in policy POL A11 "Accessibility Policy" and in the Collective Agreement
Make recreational trails and beach access routes accessible	O. Reg 191/11 s.80.6-80	1/1/2017	N/A	N/A
Make outdoor public use eating areas accessible	O. Reg 191/11 s.80.16-8	1/1/2017	N/A	N/A
Make outdoor play spaces	O. Reg 191/11 s.80.18-8	1/1/2017	N/A	N/A
Make public outdoor paths of travel accessible	O. Reg 191/11 s.80.21-8	1/1/2017	Review if any new projects involve outdoor paths of travel	No upcoming projects involve outdoor paths of travel but construction projects will be monitored to ensure
Make parking lots accessible	O. Reg 191/11 s.80.32-8	1/1/2017	Review if any new projects involve parking lots	No upcoming projects involve parking lots but construction projects will be monitored to ensure compliance
Make service counters accessible	O. Reg 191/11 s.80.41	1/1/2017	Review if any new projects involve service counters	No upcoming projects involve service counters but construction projects will be monitored to ensure compliance
Make fixed waiting lines accessible	O. Reg 191/11 s.80.42	1/1/2017	Review if any new projects involve waiting lines	No upcoming projects involve fixed waiting lines but construction projects will be monitored to ensure
Make waiting areas with fixed seating accessible	O. Reg 191/11 s.80.43	1/1/2017	Review if any new projects involve fixed seating areas	No upcoming projects involve fixed waiting areas but construction projects will be monitored to ensure
File an Accessibility	O. Reg 191/11 s.86.1(3)	12/31/2017	File report	Pending
File an Accessibility	O. Reg 191/11 s.86.1(3)	12/31/2020	File report	To be completed in 2020
Make all websites and web content accessible	O. Reg 191/11 s.14(4)	1/1/2021	Update website to meet compliance standard	To be completed in 2020
File an Accessibility	O. Reg 191/11 s.86.1(3)	12/31/2023	File report	To be completed in 2023