

Accessibility for Ontarians with Disabilities Act (AODA)
Community Living Mississauga Multi-Year Accessibility Plan

Summary of Compliance

Standard	Status
Accessibility Standard for Customer Service	Compliant
General Requirements (Policy, Multi-Year Accessibility Plan, Training)	Compliant
Information and Communications Standards	Compliant
Employment Standards	Compliant
Transportation	Not applicable. CLM is not a provider of transportation services.
Design of Public Spaces	Compliant

Integrated Accessibility Standards – Action Plan

WHAT	STANDARD	WHEN	STATUS
Policy/Statement of Commitment	IAS: General Requirements	January 1, 2014	Completed.
Multi-Year Accessibility Plan (includes barrier identification process – form available through HR, report mechanism)	IAS: General Requirements	January 1, 2014	Completed.
Review and update Multi-Year Accessibility Plan at least every 5 years	IAS: General Requirements	January 1, 2019	Completed. First review due 2019.
Training – all employees, volunteers, and Board Members including those that don't have contact with the public	IAS: General Requirements	January 1, 2015	Completed. Video training presentation provided to all employees. Training is on-going.

Emergency Planning	IAS: General Requirements	N/A	N/A; we do not make our Internal Emergency Plans available to the public. We will make internal emergency plans available in alternate formats to employees who have disabilities upon request.
File 2012 Accessibility Compliance Report with Ontario Government (Onesource, online)	Accessibility Standard for Customer Service	December 31, 2012	Completed.
Post Policy on Website	IAS: Information and Communications	December 31, 2012	Completed.
Website conforms to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A Standards	IAS: Information and Communications	January 1, 2014 BrowseAloud is above and beyond standards.	Completed.
Website conforms to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Standards	IAS: Information and Communications	January 1, 2021	Due in 2021.
Information for Employees, Processes to accommodate employees, Return To Work, Recruitment, Performance Management, Career development	IAS: Employment	January 1, 2016	Completed. Information for Employees, Performance Management and Career development included in Accessibility Policy; Accommodation and Return To Work included in H & S Manual. Recruitment (job application form, pre screen questionnaire, careers site, external postings refer to accommodation).
Accessible Formats and Communication Supports	IAS: Information and Communications	January 1, 2016	Included in Accessibility Policy.

File 2014 Accessibility Compliance Report with Ontario Government (Onesource, online)	IAS: General Requirements	December 31, 2014	Completed.
File 2017 Accessibility Compliance Report with Ontario Government	IAS: Design of Public Spaces	December 31, 2017	Completed