

## **Accessibility for Ontarians with Disabilities**

### **Multi Year Accessibility Plan**

The Bayshore Multi Year Accessibility Plan is a tailored approach to our overall compliance with the Accessibility for Ontarians with Disabilities Act (“Act”). Our plan will be reviewed annually with our policy to ensure that it is current with our requirements of this Act. A copy of this plan and our policy shall be posted on our internet web site for internal and external review.

### **Plan Schedule**

As of January 1, 2012

Requirements provide accessible customer service, including:

- training your staff to serve all customers who have disabilities
- welcoming service animals and support persons
- having an accessibility policy in place so employees and customers can know what to expect
- make your emergency and public safety information accessible upon request (e.g., evacuation plans or brochures)
- provide customized emergency information to your employees who have disabilities, upon request

Report compliance by **December 31, 2012**.

As of January 1, 2014

File a second accessibility compliance report by **December 31, 2014**.

- have accessibility policies to help you achieve your accessibility goals, and tell your employees and customers about them
- have a multi-year accessibility plan that outlines what you will do to meet your accessibility requirements now, and in the future, and put it on your website
- consider accessibility when purchasing or designing self-service kiosks
- make old websites you significantly update, new websites and new web content you create are accessible

By January 1, 2015

- [train your staff on Ontario's accessibility laws](#)
- ensure surveys, comment cards or other [feedback processes](#) (PDF) accessible upon request

By January 1, 2016

- make your public information accessible upon request
- make your employment practices more accessible such as how you hire, retain and provide career development opportunities to all your employees

By January 1, 2017

Make new or redeveloped public spaces listed below accessible

- outdoor public use eating areas (e.g., rest stops and picnic areas)
- exterior paths of travel (e.g., sidewalks and curb ramps)
- parking lots
- service counters, fixed queuing guides and waiting areas with fixed seating
- maintain the accessible elements of your public spaces
- file an accessibility compliance report online by December 31, 2017

By January 1, 2020

File an accessibility compliance report online by December 31, 2020.

By January 1, 2021

Make all websites and web content accessible.

By January 1, 2023

File an accessibility compliance report online by December 31, 2023.

By January 1, 2025

Ontario is an accessible province.