

Year	Action	Responsibility	Status
2012	Customer Service <ul style="list-style-type: none"> - Training of staff, students and volunteers - Policies developed to address training, assistive devices, service animals, support persons, communication, service disruptions and feedback - Accessibility report filed 	Management	Completed
	Information & Communications <ul style="list-style-type: none"> - Emergency & Public Safety Information available in accessible formats 	Administration	Ongoing Upon Request
	Employment <ul style="list-style-type: none"> - Workplace emergency plan available to employees with disabilities in accessible formats 	Joint Health & Safety Committee	Ongoing Upon Request
2014	Integrated Standards <ul style="list-style-type: none"> - Training on standards and the Ontario Human Rights Code - Policies developed to address training, emergency response information, statement of commitment, information sharing in accessible formats, multi-year plan and new websites - Multi-year plan developed and posted - Accessibility report filed 	Management	Completed
	Information & Communications <ul style="list-style-type: none"> - All new website and web content on this site conforms with WCAG 2.0 Level A 	Administration	Completed

Year	Action	Responsibility	Status
2016	<p>Employment</p> <ul style="list-style-type: none"> - Review and update existing policies on recruitment - Inform applications of availability of accommodation re: interview, during selection process, at the time of job offer and after employment begins - Inform employees of policies supporting employees with disabilities - Keep employees informed of changes to policies related to accommodation - Provide suitable accessible formats and communication supports to employees with disabilities upon request - Provide accommodation and return to work plans for employees with disabilities - Create a written process for the documentation of individualized accommodation plans - Taking the needs of employees with disabilities into account when assessing performance and providing advancement opportunities and redeployment 	Human Resources	Completed
2017	<p>Design of Public Places</p> <ul style="list-style-type: none"> - Ensure exterior paths of travel are accessible - Ensure off street parking lots are accessible - Ensure service counters and waiting areas with fixed seating are accessible - Accessibility report filed 	Administration	In Progress