

# Multi-Year Accessibility Plan 2019-2024

Reviewed and updated September 2020 (previous years 2014-2019)

This Multi-Year Plan is a road map that illustrates how Head Injury Rehabilitation Ontario (HIRO) will continue to achieve its commitments to accessibility; meet all requirements under the Accessibility of Ontarians with Disabilities Act (AODA); and identify and minimize any additional barriers to accessibility in the organization.

Standards and Requirements	Strategy or Activity	Responsibility	Review Date
Welcoming	Provide all agency sites with accessibility information which is available to the public upon request.	Directors	December 2019
Communicating	Make the website and written information accessible.	Director, Communications	January 2020
	Offer flash cards in languages other than English or French to the admissions department and the main office reception area.	Director, Communications	January 2020
	Make both the Multi-year Accessibility Plan and the Accessibility Compliance Report available to the public.		January 2020
Governance	Conduct bi-annual reviews of accessibility policies and practices.	Senior Team	January – March 2020
Training and HR practices	Offer accessibility and AODA training to all employees upon hire.	Director, Human Resources	Ongoing
	Review and assess training with compliance with Accessibility Employment standards.	Director, Human resources Director, Human Resources	Annually

	Offer accessibility and AODA review to all employees annually		Annually
Physical spaces	Complete bi-annual accessibility audits of all sites.		Twice per year and part of Health and Safety Site Audits in May and October
Identifying barriers	<p>Conduct semi-annual reviews of feedback forms received from the public.</p> <p>Identify barriers to accessibility through client discussion focused on concerns related to access.</p>		Forms are available and posted at entrances of all sites.

**Review and Monitoring Process**

- The Director, Human Resources, will be the lead to monitor the progress of the Multi-Year Plan.
- The Senior Team will evaluate the effectiveness of barrier-removal and prevention strategies and, together with the Board of Directors, as applicable, plan for increased accessibility.
- The Director, Human Resources, will prepare and file an annual status report (i.e. Compliance Report) with listed measures taken to implement the plan.
- At least once every three years, the plan shall be reviewed and updated by the Senior Team in consultation with persons with disabilities, as appropriate.

**Communication of the Plan**

- An annual Status report of the Multi-Year Accessibility Plan will be posted on the agency website.
- Questions, comments and feedback regarding the Accessibility Plan may be directed to: Director, Human Resources