

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

Year	Action	Responsibility	Status
2016	<p>Employment</p> <ul style="list-style-type: none"> <li>- Review and update existing policies on recruitment</li> <li>- Inform applications of availability of accommodation re: interview, during selection process, at the time of job offer and after employment begins</li> <li>- Inform employees of policies supporting employees with disabilities</li> <li>- Keep employees informed of changes to policies related to accommodation</li> <li>- Provide suitable accessible formats and communication supports to employees with disabilities upon request</li> <li>- Provide accommodation and return to work plans for employees with disabilities</li> <li>- Create a written process for the documentation of individualized accommodation plans</li> <li>- Taking the needs of employees with disabilities into account when assessing performance and providing advancement opportunities and redeployment</li> </ul>	Human Resources	Completed
2017	<p>Design of Public Places</p> <ul style="list-style-type: none"> <li>- Ensure exterior paths of travel are accessible</li> <li>- Ensure off street parking lots are accessible</li> <li>- Ensure service counters and waiting areas with fixed seating are accessible</li> <li>- Accessibility report filed</li> </ul>	Administration	<p>In Progress In Progress In Progress</p> <p>Completed</p>
2020	<p>Design of Public Places</p> <ul style="list-style-type: none"> <li>- Ensure exterior paths of travel are accessible</li> <li>- Ensure off street parking lots are accessible</li> <li>- Ensure service counters and waiting areas with fixed seating are accessible</li> <li>- Accessibility report filed</li> </ul>	Administration	Completed