



**Peel Senior Link – Multi Year Accessibility Plan**  
**Accessibility for Ontarians with Disabilities Act (AODA) 2005**

***Message from the CEO***

As a non-profit organization that provides personal care and home making services to seniors, we are acutely aware of the accessibility issues experienced by our clients. Many of our clients experience disabilities that are not always visible such as hearing and vision loss, in addition to physical and intellectual disabilities. We are committed to serving everyone – our employees, clients, board members, stakeholders – in a way that enables them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility act.

We are pleased to share our multi-year accessibility plan which outlines the organization’s vision for accessibility and how we plan on moving forward to ensure equal access and participation for people with disabilities.

***Introduction***

Peel Senior Link strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps PSL is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how PSL will play its role in making Ontario an accessible province for all Ontarians.

**Section one: Past Achievements to remove and Prevent Barriers**

This document includes a summary of the accessibility initiatives that Peel Senior Link has completed.

**Customer Service – Information and Communication**

- Emergency and public safety information accessible when asked at each site and Head Office
- Workplace emergency plans for employees with disabilities included in PSL’s Emergency Preparedness book
- Details on customer/ client feedback process has been presented in training and in PSL’s AODA policy
- Customer Service Brochure was handed to all staff 2014
- File compliance report, submitted 2014
- AODA Policy, done 2014

## **Employment**

- Added a question in the pre-screen telephone interview about whether the candidate needs specific accommodation

## **Training**

- Complete the AODA Training for staff, new hires, volunteers and students, done in 2014

## **Section two: Strategies and Actions**

### **Customer Service**

Peel Senior Link is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

- AODA Training for all new employees, volunteers and students
- Accessible Customer Service Policy and Statement to be at each site and Head office

### **Information and Communication**

Peel Senior Link is committed to making our information and communications accessible to people with disabilities.

- Collect information from employees verifying their disability. To be completed by Dec. 31 2016.
- Send out a confirmation of compliance with the Accessibility Customer service to be completed Dec 31st 2016
- Multi-year accessibility plan to be completed end of December 2016
- File compliance report (by Dec 31st, 2017)
- File compliance report (by Dec 31st, 2020)
- Make PSL's internet website and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description), by 2021

## **Employment**

Peel Senior Link is committed to fair and accessible employment practices.

- AODA policy revised October 2016 and to be issued with the HR policies in November 2016
- IASR policy to be issued with the HR policies in November 2016
- Re design PSL's website in a manner that considers candidates with disabilities, by 2021

## **Training**

Peel Senior Link is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- Send to all staff AODA Customer Service training, AODA Comprehensive Quiz and employee consent. To be completed by Dec. 31 2016
- IASR Training and Consent to be done at the all staff training day in November 2016

## **For More Information**

For more information on this accessibility plan, please contact Shayma Mashat, HR Generalist at 905 712-4413 Ext. 328, or email at: [Shayma@peelseniorlink.com](mailto:Shayma@peelseniorlink.com)