



## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT MULTI-YEAR ACCESSIBILITY PLAN**

### **Commitment of Trillium Support Services**

Trillium Support Services (Trillium) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Trillium is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

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

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the Policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Trillium is committed to providing a barrier-free environment for all persons including clients and youth in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). The goal of the AODA is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. Trillium is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause Trillium undue hardship.

### **Integrated Accessibility Standards Regulation (IASR)**

Ontario businesses must follow the Integrated Accessibility Standards Regulation (IASR) to prevent and remove barriers for people with disabilities.

The **Ontario Regulation 191/11: Integrated Accessibility Standards** is a grouping of five standards that the Accessibility for Ontarians with Disabilities Act (AODA) developed.

The IASR includes five standards in the areas of:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation (not applicable to Trillium operations)
5. Design of public spaces

### **Accessibility Plan**

Trillium is required to develop, implement and maintain a Multi-Year Accessibility Plan which outlines strategies to remove and prevent barriers to accessibility. The plan will be posted on Trillium' website and be provided in accessible format upon request.

The plan will be reviewed annually and updated at least once every five years.

COMMITMENT	EFFECTIVE DATE	NEXT STEPS/ACTION TAKEN	IMPLEMENTATION TIMEFRAME
<b>CUSTOMER SERVICE AND ACCESSIBILITY POLICIES AND PLANS</b>			
Trillium is committed to developing, implementing, and maintaining policies regarding accessibility in compliance with regulations and to making these documents available to the public in an accessible format.	August 1, 2018, reviewed December 1, 2023	Accessible Communications and Services policy developed	Completed
		Trillium statement of commitment posted it on website <a href="http://www.trilliumsupport.com">www.trilliumsupport.com</a>	Completed
		Review policy and submit compliance reports	Completed
Trillium will develop, implement, maintain, and document a multi-year Accessibility Plan which outlines strategies to remove barriers. This plan will be reviewed annually and updated every 5 years at a minimum.	December 1, 2023	Multi-Year Accessibility Plan developed addressing requirements of Integrated Accessibility Standard and posted on website.	Completed
	December 1, 2023	Process for ongoing review and update of the plan established. Company will review annually and revise as needed.	Completed
<b>INFORMATION AND COMMUNICATION</b>			
Trillium will ensure feedback mechanisms are accessible to persons with disabilities by providing accessible formats and communications supports upon request	August 1, 2018, reviewed December 1, 2023	Feedback may be given by phone, email or in person. Alternate formats and supports are available upon request.	Completed
Trillium is committed to meeting the communication needs of people with disabilities and will provide accessible formats and communications supports upon request.	August 1, 2018, reviewed December 1, 2023	Explore alternatives for providing accessible formats and communication supports	Completed
		Accessible Communications and Services policy posted on website includes reference to accessible formats.	Completed
Trillium' website <a href="http://www.Trilliumsupportservices.com">www.Trilliumsupportservices.com</a> will conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0).		When updating or creating a new website, ensure compliance with WCAG 2.0-AA	Completed and Ongoing
<b>EMERGENCY PROCEDURES AND PUBLIC SAFETY</b>			

COMMITMENT	EFFECTIVE DATE	NEXT STEPS/ACTION TAKEN	IMPLEMENTATION TIMEFRAME
Trillium is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities. This information is available upon request in an accessible format.	August 1, 2018, reviewed December 1, 2023	Emergency and public safety information is made accessible to people with disabilities upon request.  Staff will work with the person requesting the information to understand how to meet their needs, as soon as possible.	Ongoing
<b>TRAINING</b>			
Trillium will provide training to employees and other staff members regarding Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The purpose of this training is to maintain excellence in serving all clients, family members, and visitors, including persons with disabilities, and to carry out functions in a manner which delivers an accessible customer service experience that respects the dignity and independence of those with disabilities.	August 1, 2018, reviewed December 1, 2023	AODA training delivered via third party on-line training module upon hire. Orientation includes acknowledgement of AODA policies.	Completed and ongoing
	August 1, 2018, reviewed December 1, 2023	Reports of completed training are maintained by HR and certificates of completed training are maintained in employee files.	Completed and ongoing
	August 1, 2018, reviewed December 1, 2023	Re-training is required annually through annual policy review and acknowledgement declaration process.  Employees are notified via email of any changes to the policy or processes	Completed and ongoing
<b>EMPLOYMENT STANDARDS</b>			
<b>Recruitment</b>			
Trillium will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process.	August 1, 2018, reviewed December 1, 2023	Standard statement regarding availability of accommodation that included in all internal and external recruitment advertising on the internet/intranet and in job descriptions	Completed
	August 1, 2018, reviewed December 1, 2023	Standard offer letter of employment references availability of accommodation.	Completed
<b>Employee Support</b>			
Trillium will inform current employees and new hires of Trillium policies supporting employees with disabilities, including policies on the provision of job accommodations that take into account an employee's needs due to disability	August 1, 2018, reviewed December 1, 2023	AODA Policies, Individual Medical Accommodation Plan; Individual Emergency Response Plan updated and communicated to employees.	Completed
	August 1, 2018, reviewed December 1, 2023	Information provided during orientation and updates communicated via internal methods.	Completed and ongoing

COMMITMENT	EFFECTIVE DATE	NEXT STEPS/ACTION TAKEN	IMPLEMENTATION TIMEFRAME
Trillium will keep employees up-to-date on changes to existing policies on job accommodation with respect to disability	August 1, 2018, reviewed December 1, 2023	Information on any changes via internal methods such as email and annual re-orientation.	Ongoing
Trillium will provide an employee with information required to perform their job in accessible format or with communications support.	August 1, 2018, reviewed December 1, 2023	Explore technological and other alternatives for responding to employee requests for information in accessible formats and communication supports.	Complete and Ongoing
<b>Performance management and career development</b>			
Take the accessibility needs of employees with disabilities and, as applicable, their individual Medical Accommodation plans, into account when assessing performance, managing career development and advancement	August 1, 2018, reviewed December 1, 2023	Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the IASR	Complete and Ongoing
	August 1, 2018, reviewed December 1, 2023	Managers provided with direction on their responsibilities annually.	Complete and ongoing
<b>Redeployment</b>			
Trillium will take into account the accessibility needs of employees during redeployment	August 1, 2018, reviewed December 1, 2023	Accommodation and return to work policies updated and communicated to employees.	Complete and ongoing
<b>Workplace emergency response information</b>			
Where Trillium is aware that an employee has a disability, individualized workplace emergency response information will be provided to the employee as soon as practicable, if such information is deemed necessary depending on the nature of the employee's disability	August 1, 2018, reviewed December 1, 2023	Develop and implement process to provide and maintain Individual Emergency Response Plan to employees who have a disability.	Complete
<b>BUILT ENVIRONMENT</b>			
Trillium is committed to supporting an accessible built environment and will comply with the IASR regulation.		When renting office space, consider accessibility needs of staff and public who may use the space. If barriers exist, find alternative solutions to meet individual's needs as required.	Ongoing
Notice of temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working		Notice to be provided to the public or impacted individuals as required.	Ongoing

For More Information:

For more information on this accessibility plan, please contact:

Director of Corporate Services

289-208-2029

[admin@Trilliumsupportservices.com](mailto:admin@Trilliumsupportservices.com)

Our accessibility plan is publicly posted on our website:

[www.Trilliumsupportservices.com](http://www.Trilliumsupportservices.com)