



ANNUAL ACCESSIBILITY PLAN
Multi-Year Plan

2020

Hayward Gordon Accessibility Plan 2020

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1. EXECUTIVE SUMMARY

The Annual Accessibility Plan is developed in accordance with the *Ontarians with Disabilities Act (ODA)* and the *Accessibility for Ontarians with Disabilities Act of 2005 (AODA)* to highlight the identification, removal and prevention of barriers to persons with disabilities.

Ontarians with disabilities experience many kinds of restrictions including barriers to customer service, information and communication, physical environment, and employment.

Hayward Gordon is committed to taking the necessary steps to increase its accessibility for persons with disabilities. Hayward Gordon will continue to identify, remove and prevent barriers for persons with disabilities. Hayward Gordon is committed to being fully accessible to persons with disabilities, in accordance with the AODA, by 2021.

2. SCOPE

This Annual Accessibility Plan (hereafter referred to as the “Plan”) will provide an overview of accessibility at Hayward Gordon. In accordance with the ODA, the Plan will provide information on measures that Hayward Gordon has taken to identify, remove and prevent barriers to persons with disabilities. The Plan will also highlight Hayward Gordon’s upcoming objectives for 2020-2023 to review, identify, remove and prevent barriers.

3. PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

a) Customer Service

Hayward Gordon has remained in compliance with the Customer Service Standard in the following ways:

- Trained our staff to serve customers of all abilities (2016)
- Kept written records of the training (2016)
- Welcomed service animals and support persons (2016)

- Established an accessibility policy so our employees, volunteers and customers can know what to expect (2020)
- Created a multi-year accessibility plan (2020)
- Trained all our employees on the accessibility requirements that apply to their job duties and our organization. (2016)

b) **Information and Communications**

- Created accessible ways for people to provide feedback (2016)
- Trained our employees on our accessibility policies(2016)
- Posted the multi-year plan on the Hayward Gordon website in an accessible format (2020)
- Reviewed company website for compliance to WCAG standard (2020)

c) **Employment**

- Updated job postings and company website to let potential applicants know about our accessibility policies (2017)
- Distributed offers of employment that advise new hires of our accessibility policy (2017)
- Created an Accommodation Plan Procedure and Plan document for existing and new employees who would require accommodation in the workplace (2020)

d) **Procurement**

The section is not applicable to Hayward Gordon Group and therefore, no initiatives have been undertaken.

e) **Self Service Kiosks**

The section is not applicable to Hayward Gordon Group at present and therefore, no initiatives have been undertaken.

f) **Other**

No other initiatives were undertaken by Hayward Gordon Group.

4. STRATEGIES AND ACTIONS PLANNED FOR 2016-2021

All ongoing activities, reviews and future compliance initiatives will be tracked through Appendix A (Hayward Gordon AODA Multi Year Plan). This document will highlight all past initiatives and necessary timelines for review as well as upcoming objectives to ensure that Hayward Gordon maintains compliance with the ODA and AODA.

This accessibility plan will be updated at least once every five years.

**Hayward Gordon will provide this accessibility plan in alternate formats upon request.*