

## Multi-Year Accessibility Plan Requirement

[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

## Sample Plan

### Message from the CEO

The Oakwood Resort is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

The Oakwood Resort is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities, and in a manner that takes into account the persons disability and embodies the principles of integration and equal opportunity.

## Introduction

In order to achieve our goals, The Oakwood Resort has developed a multi year accessibility plan which documents the Oakwood Resort's strategy and commitment to meet the applicable standards of the AODA. The accessibility plan will be reviewed and updated at least once every five years. The Oakwood Resort HR department will continue to report on the progress and measures taken to implement the Oakwood Resort's accessibility plan as it pertains to our employees and guests in the following areas:

### Employee Training:

The Oakwood Resort will ensure that timely training is provided to all necessary persons., that it aligns with the requirements of the accessibility standards referred to in the AODA, and the Oakwood Resort will continue to provide training on the Human Rights Code as it pertains with persons with disabilities.

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Name of Organization

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

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Name of Organization

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.

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## Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

### **Customer Service**

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

[The Oakwood Resort will continue to make every reasonable effort to ensure that its policies , practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.](#)

[We have developed an AODA customer service presentation that we incorporate into our annual Employee Training.](#)

### **Information and Communications**

Detail actions and list initiatives from past years.

[The Oakwood Resort has upon request, provided information and communications about our goods and services to people with disabilities using the appropriate accessible format whenever possible.](#)

### **Employment**

Detail actions and list initiatives from past years.

### **Procurement**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

[Not applicable](#)

### **Self-service kiosks**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

[Not applicable](#)

### **Training**

List initiatives from past years, if applicable.

[The Oakwood Resort created an AODA policy. This policy has been incorporated into the yearly Oakwood Employee Training which is given to all employees on an annual basis.](#)

### **Design of Public Spaces**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

[No addition of public spaces over the last five years](#)

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Not applicable

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

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Name of Organization

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

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

Our employees have all just taken the recommended AODA Customer Service Training and I have certificates for their employee files. This was completed in September 2023.

The Oakwood Resort will update its AODA Customer Service policy by Spring/Summer 2024.

Fall 2024, 2025, 2026, 2027 - Train all staff of the mandated AODA Customer Service Standard Training

Update The Oakwood Resort's AODA Customer Service Policy - Fall 2024, 2025, 2026, 2027

### Information and Communications

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Name of Organization

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

List the initiatives your organization is planning and specify the timeframe for each.

Oakwood Resort will ensure that all of its websites, context and applications will be in conformity with WCAB 2.0 Level AA as required by the IASR by April 30, 2024. Update Emergency/Public Safety Info -2024, 2025, 2026,2027

The resort will continue to ensure its processes for receiving and responding to feedback are made available to people with disabilities and will notify the public about the availability of accessible formats and communication.

### Employment

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

The Oakwood Resort will update the workplace Emergency Plan and public safety information for employees and guests with disabilities - Fall 2024, 2025, 2026, 2027

## Procurement

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

[Not applicable](#)

## Self-service kiosks

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Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

[Not applicable](#)

## Training

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Name of Organization

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.

List initiatives your organization is planning and specify the timeframe for each.

[Our goal is to have a new HR administrator hired by the spring/summer of 2024 so that we can continue to work on keeping all of our policies updated and our employees fully trained on all updates. This HR Administrator will be trained as they will be the one who will be updating our HR policies and making sure they are implemented and our employees are trained and all training is tracked and recorded.](#)

## Design of Public Spaces

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Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

[No plans on expanding or designing public spaces in the near future](#)

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

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Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

The Oakwood Resort will be updating all AODA related training information before the Employee Training in 2024.

Training being done in the late spring/early summer of 2024.

Updates on all AODA Training - Fall 2024, 2025, 2026, 2027

### Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

### For More Information

For more information on this accessibility plan, please contact at

Last Name Scatcherd	First Name Shannon	Middle Initial C
Telephone Number 519-238-2324	Email Address sscatcherd@oakwoodresort.ca	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses

[www.oakwoodresort.ca](http://www.oakwoodresort.ca)

Standard and accessible formats of this document are free on request from

Last Name Bulan	First Name Ralph	Middle Initial
Telephone Number 519-238-2324	Email Address rbulan@oakwoodresort.ca	

