



EST. 1899

**United for Literacy**  
**Littératie Ensemble**

## AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

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### Intent

This 2023 to 2026 accessibility plan outlines the policies and actions that United for Literacy will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

United for Literacy believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

### Plan

General Requirements			
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline: 2012	
Current Barriers:	None		
Plan to Meet Requirements:	United for Literacy has developed and implemented policies governing how it achieves accessibility and is committed to maintaining such policies.		
Potential Future Barriers:			
Accessibility Requirement:	Training on IASR and the <i>Human Rights Code</i>	Compliance Deadline: 2016	
Current Barriers:	None		
Plan to Meet Requirements:	<p>United for Literacy is committed to implementing a process to ensure that training on the requirements of the IASR and Human Rights Code, as it pertains to persons with disabilities, is provided to all required persons.</p> <p><b>Action Plan:</b></p> <p>All staff have been trained on the requirements of the IASR and Human Rights Code, as it pertains to persons with disabilities. All new staff are trained as part of the onboarding process. A record of the training provided, including the names of those trained and the dates of training, is kept and maintained.</p> <p>Training will be provided on any changes to the prescribed policies on an ongoing basis.</p>		
Potential Future Barriers:			

Accessibility Requirement:	Feedback Process	Compliance Deadline: 2016
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy is committed to ensuring that all existing and future processes for receiving and responding to feedback are made accessible to persons with disabilities.</p> <p><b>Action Plan:</b> United for Literacy will consult with the individual making the request to determine suitability of an accessible format or communications support and do so in a timely manner and at no additional cost to the person making the request.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline: 2016
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy is committed to making company information and communications accessible to persons with disabilities.</p> <p><b>Action Plan:</b> United for Literacy will consult with the individual making the request to determine suitability of an accessible format or communication support and do so in a timely manner and at no additional cost to the person making the request.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline: 2016
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy will notify the public about the availability of accessible formats and communication supports through various communication channels.</p> <p>United for Literacy is committed to providing and maintaining an office that respects the dignity and independence of persons with disabilities.</p> <p><b>Action Plan:</b> United for Literacy will consult with the individual making the request to determine the provision and maintenance required to ensure the office respects the dignity and independence of persons with disabilities.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Accessible websites and web content	Compliance Deadline: 2014
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy is committed to ensuring that all company information and communications are accessible to persons with disabilities.</p> <p>United for Literacy website and web content is WCAG 2.0, Level AA.</p>	
Potential Future Barriers:		

<b>Accessibility Requirement:</b>	<b>Educational and training resources or materials</b>	<b>Compliance Deadline: 2014</b>
<b>Current Barriers:</b>	<b>None</b>	
<b>Plan to Meet Requirements:</b>	<p>United for Literacy is committed to making educational and training resources accessible to persons with disabilities.</p> <p><b>Action Plan:</b> United for Literacy will consult with the individual making the request to determine suitability of an accessible format or communication support and do so in a timely manner and at no additional cost to the person making the request.</p>	
<b>Potential Future Barriers:</b>		

<b>Employment Standard</b>		
<b>Accessibility Requirement:</b>	<b>Recruitment, assessment and selection processes</b>	<b>Compliance Deadline: 2016</b>
<b>Current Barriers:</b>	<b>None</b>	
<b>Plan to Meet Requirements:</b>	<p>United for Literacy will notify employees and the general public of the availability of accommodation for applicants with disabilities in the recruitment process.</p> <p>Existing recruitment policies, procedures and processes are reviewed and modified as necessary. Both our website and all internal and external job postings specify that accommodation is available upon request.</p> <p>United for Literacy will notify job applicants, upon being selected to participate in an assessment or selection process, that accommodation is available upon request in relation to the materials or processes being used.</p> <p>Where a selected applicant requests an accommodation, United for Literacy will consult with the applicant and arrange for the provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.</p> <p>United for Literacy notifies successful applicants of its policies for accommodating employees with disabilities when making offers of employment.</p> <p>United for Literacy's policies on accommodating employees with disabilities are included in the employee policy manual and in offers of employment.</p>	
<b>Potential Future Barriers:</b>		
<b>Accessibility Requirement:</b>	<b>Informing employees of supports</b>	<b>Compliance Deadline: 2012</b>
<b>Current Barriers:</b>	<b>None</b>	
<b>Plan to Meet Requirements:</b>	<p>United for Literacy informs all employees of its policies to support employees with disabilities including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>United for Literacy keeps employees up to date on changes to existing policies on job accommodations with respect to disability.</p>	

Potential Future Barriers:		
Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline: 2012
Current Barriers:	None	
Plan to Meet Requirements:	<p>Where an employee with a disability so requests it, United for Literacy will provide or arrange for the provision of suitable accessible formats and communication supports for the information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.</p> <p>In meeting its obligation to provide such information, United for Literacy will consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline: 2016
Current Barriers:	None	
Plan to Meet Requirements:	<p>Where United for Literacy is aware that an employee has a disability and requires accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary.</p> <p>With the employee's consent, United for Literacy provides the disabled employee's workplace emergency response information to the person(s) designated to provide assistance.</p> <p>United for Literacy has established processes to provide the information required under Section 27 as soon as practicable after becoming aware of an employee's need for accommodation due to disability.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline: 2016
Current Barriers:		
Plan to Meet Requirements:	<p>United for Literacy will develop and implement the use of documented individual accommodation plans for employees with disabilities.</p> <p>United for Literacy will ensure that the process for the development of such plans include the elements set out in Section 28(2).</p>	
Potential Future Barriers:		
Accessibility Requirement:	Return to work process	Compliance Deadline: 2012
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy has policies on facilitating an employee's return to work after absenteeism due to disability or illness.</p> <p>United for Literacy has a process that outlines the steps it will take to facilitate an employee's return to work after absenteeism, and will ensure that the process includes the use of individual accommodation plans.</p>	

Potential Future Barriers:		
Accessibility Requirement:	Performance management process	Compliance Deadline: 2016
Current Barriers:	None	
Plan to Meet Requirements:	<p>United for Literacy takes the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance.</p> <p><b>Action Plan:</b> United for Literacy will review and assess its current performance management processes, and ensure that accessibility criteria are included in any future performance management training and/or workshops.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Career development and advancement	Compliance Deadline: 2016
Current Barriers:		
Plan to Meet Requirements:	<p>United for Literacy will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when providing career development and advancement to its employees with disabilities.</p> <p>United for Literacy will take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when redeploying employees with disabilities.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Emergency preparedness and response policies	Compliance Deadline: 2012
Current Barriers:		
Plan to Meet Requirements:	<p>United for Literacy has practices related to emergency response that outline a commitment to work with individuals who require customized support in an emergency. United for Literacy policies commit to making emergency response information available in accessible formats.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Service disruptions	Compliance Deadline: 2012
Current Barriers:		
Plan to Meet Requirements:	<p>United for Literacy has practices and procedures in place to notify employees and members of the public (including those with disabilities) if there is a disruption of service at our location or one of our partner locations.</p>	
Potential Future Barriers:		
Accessibility Requirement:	Maintain the accessible parts of your public spaces	Compliance Deadline: 2018
Current Barriers:		
Plan to Meet Requirements:	<p>The Joint Health and Safety Committee is responsible for inspecting and maintaining accessibility features at the head office of United for Literacy.</p>	

	<p><b>Action Plan:</b> The Joint Health and Safety Committee will, on a regular basis, review and assess the current accessibility features at the head office and endeavor to enhance current features and/or provide for anticipated accessibility features for individuals with disabilities.</p> <p>The Joint Health and Safety Committee will consult with the individual making the request to determine the viability of an accessible format and do so in a timely manner and at no cost to the person making the request.</p>
Potential Future Barriers:	

Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline: 2012	
Current Barriers:	None		
Plan to Meet Requirements:	United for Literacy has policies related to Accessibility Standards for Individual Service.		
Potential Future Barriers:			
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline: 2012	
Current Barriers:	None		
Plan to Meet Requirements:	Any individual with a service animal is welcome at United for Literacy head office.		
Potential Future Barriers:			
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline: 2012	
Current Barriers:			
Plan to Meet Requirements:	Any individual accompanied by a support person is welcomed at United for Literacy.		
Potential Future Barriers:			
Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline: 2012	
Current Barriers:	None		
Plan to Meet Requirements:	United for Literacy only requires that an individual with a disability is accompanied by their support person for a valid health and safety reason and only after consulting the individual.		

Potential Future Barriers:			
Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline: 2012	
Current Barriers:			
Plan to Meet Requirements:	Employee training is updated as required. Re-training is required and records of training are kept.		
Potential Future Barriers:			

## Review and Update

This document was created December 2023 and must be reviewed and updated by December 2026.