



AODA

Multi-Year Accessibility Plan 2023-2028

Revision Level:	A
Revision Date:	August 2023
Revised By:	Wendy Stroud
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Introduction

This document outlines Lofthouse Manufacturing’s multi-year AODA accessibility plan for 2023-2028. This document will be reviewed every five years and reported to the Ontario Province every three years. This plan intends to:

1. Remove and prevent barriers for individuals with disabilities.
2. Meet the requirements and regulations of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Ontario Human Rights Code*.

Statement of Commitment

Lofthouse is committed to excellence in serving with equitable access and participation for all employees, visitors, stakeholders, contactors, and customers with disabilities. We are committed to complying with current and ongoing obligations under both the *AODA* and *Human Rights Code*, with the *Human Rights Code* taking precedence over the *AODA*.

Our accessibility policies and procedures are consistent with the principles of independence, dignity, integration, and equity of opportunity for people with disabilities. We acknowledge and accept the responsibility of accommodating needs related to disabilities under the guidance of the *AODA* addressing non-discrimination in a timely manner.

General Requirements

Accessibility policies

Year	Key Action Items
2023	Update policies, include the availability to the public, and provide them in an accessible format, upon request.
	Expanded accessibility policy scope, create new supporting standards and communicate to employees: <ul style="list-style-type: none"> • Accessibility Policy • Accessible Customer Service • Accessible Information and Communication • Accessible Employment
2023-2028	Post policies and standards on website
	Update policies and procedures as part of policy review process
	Ensure ongoing compliance with Integrated Accessibility Standards Regulations (ISAR)

Accessibility plans

Year	Key Action Items
2023	Review multi-year accessibility plan
	Establish and outline and determine what will be done to implement IASR requirements
	Establish any individual accessibility plans as necessary
	Post multi-year accessibility plan on website and provide in an accessible format, upon request
	Report to the province every three years and review plan every five years
2023-2028	Continue to implement requirements of multi-year accessibility plan

Training

Ensure training on the Integrated Accessibility Standard Regulation and the Human Rights Code is provided to Board of Directors, employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of Lofthouse.

Year	Key Action Items
2023	Review available training materials from Ontario government and other sources to assess the applicability to Brawo Lofthouse
	Ensure HR downloads has accessibility options
2023-2028	Continue to train new staff through the onboarding process, and existing staff with respect to any changes to accessibility policies.

Information and Communications

Outlines how Lofthouse is committed to creating, providing and receiving information and communications in ways that are accessible for persons with disabilities. Lofthouse will take into consideration the unique individual disabilities when communicating with persons with disabilities.

Feedback

Ensure processes for receiving and responding back to feedback are accessible for persons with disabilities by providing/arranging for accessible formats and communications supports, upon request. Notify the public about availability of accessible formats and communication supports.

Year	Key Action Items
2023	Create accessible Information and Communication standard to incorporate all requirements of the IASR legislation.
	Create standard accessible feedback form
	Include accessible feedback option on our website and email.
2023-2028	Update procedure by 2024 as part of organization review process
	Review all feedback processes and update as required



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Accessible Formats and Communication Supports

Provide accessible formats and communications supports for persons with disabilities in a timely manner and cost that is no more than the regular cost charged to other persons, upon request. Notify the public about availability of accessible formats and communication supports.

Year	Key Action Items
2023	Amend staff email signatures to include accessibility accommodations statement
	Create Accessible Information and Communications standard to incorporate all requirements of the IASR.
	Ensure multi-channel options for providing and receiving feedback
	Create accessible feedback forms request statement on website
	Maintain alternate formats request statement on website
	Create accommodation request statement for event notices in 2023
2023-2028	Use ALT text, and captions when posting social media content.
	Update procedure by 2024 as part of review process
2023-2028	Ensure ongoing compliance

Emergency Procedure, Plans

Provide emergency procedures, plans or public safety information that is publicly available in an accessible format or with appropriate communication support, upon request.

Year	Key Action Items
2023	Provide organizations emergency plan in accessible format or with communication supports upon request
	Provide individualized evacuation plans and update Need of Assistance list as required
	Post statement on website about availability of accessible formats/supports, upon request
2023-2028	Ensure compliance as plans are updated/edited

Accessible websites and web content, WCAG level A and level AA

Ensure new internet websites and web content conforms to WCAG 2.0 Level A. Ensure internet websites and web content conforms with WCAG 2.0 level AA, other than success criteria 1.2.4 captions (live) and success criteria 1.2.5 audio descriptions (pre-recorded)

Year	Key Action Items
2023	Evaluate compliance and work with service provider if required
	Meet level AA -WCAG requirements
	Conduct training for staff as required
2023-2028	Ensure ongoing compliance



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	Continue to incorporate level AA requirements
	Include all accessibility policies on website

Employment

Outlines how we will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Recruitment, Assessment or Selection Process

Notify job applicants that accommodation is available in relation to the materials or processes used during the recruitment process, upon request.

Year	Key Action Items
2023	Continue to incorporate accommodation language into recruitment and selection documents
	Upon recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodation is available, upon request.
	Must tell candidates when testing will be administered and give accommodations for testing when necessary
	Continue to post job templates to include accessibility statement
	Include accommodation statement in initial contact email through email signatures
2023-2028	Implement procedure organization wide
	Ensure ongoing compliance

Notice to successful applicants

Notify successful applicants of policies for accommodating employees with disabilities, when making job offers.

Year	Key Action Items
2023	Include statement in all hiring templates
2023-2028	Ensure ongoing compliance

Informing employees of supports

Inform employees of policies to support employees with disabilities

Year	Key Action Items
2023	Review and update if required onboarding materials
	Review orientation video and include Alt text and captions if required
2023-2028	Ensure ongoing compliance



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Accessible formats and communication supports for employees

Provide or arrange for accessible formats and communication supports for information needed to perform job duties and information generally available to employees in the workplace, upon request.

Year	Key Action Items
2023	Provide employees with accessible supports when requested
	Review Accessible Employment standard
2023-2028	Ensure ongoing compliance

Workplace emergency response information

Provide individual workplace emergency response information to employees who have a disability, as required.

Year	Key Action Items
2023	Create individual accommodation plans for employees needing assistance
2023-2028	Ensure individual emergency plans are updated as required
	Document individual accommodation plans

Documented individual accommodation plans

Year	Key Action Items
2023	Ensure individual emergency plans are updated as required
	Document individual accommodation plans
	Develop and implement a written process for documentation of individual accommodation plans for employees with disabilities.
2023-2028	Ensure ongoing compliance

Return to work process


Review current return to work procedure for employees who have been absent from work due to a disability related accommodation to return to work.

Year	Key Action Items
2023	Review, update and document existing return to work process
2023-2028	Ensure ongoing compliance

Performance management and career development and advancement

Consider accessibility needs of employees with disabilities and individual accommodation plans during the performance management process and when providing career development and advancement.

Year	Key Action Items
2023	Implement Accessible Employment standard
2023-2028	Consider required accommodations when weighing review final scores
	Ensure ongoing compliance

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Built Environment

(Not applicable Lofthouse at this time)

Outlines how we will construct or redevelop public spaces that are accessible to current and potential employees and customers.

Customer Service Standards

Year	Key Action Items
2023	Review and update policies
2023-2028	Post policy on website
	Ensure ongoing compliance

Transportation

Accessible standards

Transportation is not applicable to Lofthouse Manufacturing at this time.