

MULTI YEAR ACCESSIBILITY PLAN 2023 – 2028

Barrier Type Location	Identified Gap	Action required	Person Responsible	Timeline for Completion	Comments
Communication - TTY Line	There is no current TTY line	Review costs and develop action plan	Office Manager	December 2023	In Progress
Communication - Feedback Form	Current feedback form does not solicit feedback re: accessibility	Revise feedback form	Manager of Residence	October 2023	In Progress
Communication - Website	Not currently fully accessible	Creation of improved website	Director of Fund Development	December 2024	In progress
Information and Communication - Education	Ensure awareness and compliance of AODA and the Human Rights Code	All staff and volunteers will be trained on accessibility and customer service guidelines on hire and annually	Office Manager	Ongoing	In progress