

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.

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.

Message from the CEO

ConnectWell Community Health is committed to providing an inclusive and accessible environment in which all individuals are treated with dignity and respect. We are dedicated to identifying, preventing, and removing barriers for people with disabilities and to meeting our obligations under applicable accessibility legislation and standards.

We recognize accessibility as an ongoing responsibility and will continue to promote equitable access to our services, facilities, information, employment opportunities, and communication.

Introduction

Over the course of the Accessibility Plan, ConnectWell successfully established a comprehensive accessibility framework that includes accessible customer service, employee accommodation, communication supports, accessible recruitment practices, website compliance, facility improvements, staff training, and ongoing review processes. The organization has largely achieved compliance with AODA requirements while embedding accessibility into its operations, services, employment practices, communications, and facilities.

This Multi-Year Accessibility Plan outlines the actions ConnectWell Community Health will take to improve opportunities for people with disabilities and to achieve compliance with accessibility standards. The plan focuses on the continuous identification, removal, and prevention of barriers that may affect employees, individual supported, families, volunteers, visitors, and community partners.

Over the next five years, ConnectWell will:

1. Foster a culture of inclusion and accessibility.
2. Improve access to services and support.
3. Enhance accessible communication and information practices.
4. Strengthen accessible employment practices.
5. Increase accessibility of facilities and environments.
6. Promote consultation with people with lived experience.
7. Ensure ongoing compliance with legislative requirements.

<https://connectwell.ca/about-us/accessibility/>

ConnectWell Community Health

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

ConnectWell Community Health

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.

Section 1. Past Achievements to Remove and Prevent Barriers

ConnectWell Community Health

has completed the following accessibility initiatives.

Customer Service

- Implemented accessible customer service policies.
- Established accessible feedback and complaint processes.
- Made accessibility information and policies available to the public.
- Ensured people using support people, service animals, and assistive devices can access services.
- Provided services in a manner that supports dignity, independence, integration, and equal opportunity
- Expanded both in-person and virtual service options to reduce barriers for clients with disabilities.

Information and Communications

- Established processes to provide accessible formats and communication support upon request.
- Notified the public about the availability of accessible communication supports.
- Ensured accessibility information is available through websites and organizational communications.
- Maintained accessible emergency and public safety information where applicable.

Employment

- Implemented individualized workplace emergency response plans.
- Established accessible recruitment practices and notified applicants and employees regarding accommodation.
- Developed employee accommodation and return-to-work processes.
- Provided accessible workplace information and communication supports.
- Integrated accessibility considerations into performance management, career development, advancement opportunities, redeployment processes

Procurement

- No initiatives in previous years.

Self-service kiosks

- No Initiatives in previous years

Training

- Delivered mandatory accessibility training to staff, volunteers, and individuals developing organizational policies.
- Maintained records of accessibility training.
- Committed to ongoing accessibility education and refresher training.
- Reviewed and updated accessibility training programs.

Design of Public Spaces

- Completed Beachburg entrance walkway repairs to improve accessibility (2023).
- Installed handrails and signage improvements in the Eganville office.
- Conducted ongoing assessments and maintenance of accessible pathways and facility features.
- Incorporated accessibility considerations into facility maintenance and redevelopment activities.

Transportation Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

- Provided a range of accessible transportation options to Developmental Services clients requiring respite services and transportation to appointments.

Other

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

- Ensured new websites and web content meet WCAG 2.0 Level A requirements.

Section 2. Strategies and Actions

Customer Service

ConnectWell Community Health

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 timelines as others.

The initiatives we plan to continue are

- 2026: Review customer service policies and practices for accessibility. Ensure feedback processes are accessible and available in multiple formats. 2027: Develop accessibility awareness resources for individuals, families, and visitors. 2028: Review service delivery procedures to identify barriers. 2029: Implement improvements identified through feedback and consultations. 2030: Review of improvements conducted.

Information and Communications

ConnectWell Community Health

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

The initiatives our organization is planning for are:

- 2026: Conduct an audit of public-facing documents and communication materials. 2027: Establish procedures for providing accessible formats upon request. 2028: Increase use of plain language and accessible document templates. Implement accessibility fidelity template for newly published materials. 2029: Review digital communication tools and website for accessibility. 2030: Review of accessibility and

their effectiveness.

Employment

ConnectWell Community Health

is committed to fair and accessible employment practices.

The initiatives our organization is planning are:

- 2026: Ensure accommodation procedures are clearly documented in policy. 2027: Increase awareness of workplace accommodations. Enhance onboarding practices to include accessibility information. 2028: Conduct employee consultation regarding accessibility experiences in the workplace. 2029: Implementation of recommendations from employee consultation as appropriate. 2030: Evaluate employment accessibility initiatives, set future goals.

Procurement

ConnectWell Community Health

Is committed to fair and accessible employment practices.

The initiatives our organization is planning are:

- 2026: Review procurement practices and identify opportunities to incorporate accessibility considerations. 2027: Include accessibility requirements, where appropriate, in purchasing and vendor selection processes. 2028: Provide guidance to staff responsible for procurement on accessible purchasing practices. 2029: Evaluate procurement activities to ensure accessibility considerations are being applied consistently. 2030: Review practices.

Self-service kiosks

ConnectWell Community Health

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

If applicable, the initiatives our organization is planning are [N/A](#)

Training

ConnectWell Community Health

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.

The initiatives our organization is planning are:

- 2026: Ensure all employees receive required accessibility training. 2027: Provide refresher training for leadership and supervisors. 2028: Offer specialized training related to accessible communication and accommodation practices. 2029: Promote accessibility awareness through campaigns and events. 2030: Review training effectiveness and updating learning materials.

Design of Public Spaces

ConnectWell Community Health

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

The initiatives our organization is planning are:

- 2026: Conduct accessibility assessments of facilities. Prioritize identified accessibility improvements. 2027: Address high-priority physical barriers where feasible. Review emergency and safety procedures for accessibility. 2028: Continue facility upgrades and renovations with accessibility considerations. 2029: Assess progress and identify remaining barriers. 2030: Develop a renewed accessibility improvement strategy.

ConnectWell Community Health

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

Transportation

ConnectWell Communiity Health

is committed to accessible transportation services.

The initiatives our organization is planning are:

- 2026: Conduct accessibility assessments of fleet. Prioritize identified improvements. 2027: Address high-priority transportation barriers where feasible. 2028: Continue fleet upgrades with accessibility considerations. 2029: Assess progress and identify remaining barriers. 2030: Develop a strategy for continued transportation of clients and community advocacy.

For more information on this accessibility plan, please visit us at www.connectwell.ca
