



Multi-Year Accessibility Plan (2021-2025)

East York and East Toronto Family Resources Organization (EYET) is committed to fulfilling its requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and has prepared an accessibility plan to outline steps we are taking to meet these requirements and improve opportunities for people with disabilities. The 2021-2025 EYET Accessibility Plan provides a summary of EYET's achievements in removing and preventing barriers to persons with disabilities over the past five years. It also identifies strategies and actions it will take to further achieve AODA requirements in 2021-2025.

Customer Service

EYET has remained in compliance with the AODA Customer Service Standards since its last compliance reporting in 2017. Based on written and/or verbally communicated feedback from customers and employees, we have taken a number of actions to address this feedback.

Strategies and Actions for 2021-2025

- EYET will continue to provide goods and services to people with disabilities with the same high quality and timeliness as is afforded all of its clients and employees.
- Beginning in 2021, EYET will initiate annual facilities audits at each of its locations to assess accessibility barriers and opportunities to improve access for persons with disabilities

Information and Communications

Since 2014, EYET has adapted its Corporate Communications Style Guide (2014) to ensure alignment with the requirements of the AODA. We have also adapted our corporate website (eyetfrp.ca) to include functions that

support access by persons with disabilities and made our accessibility policies available to the public via this website and at all EYET locations.

Strategies and Actions for 2021-2025

- By 2025, EYET will adapt and make its corporate documents requiring public dissemination or access, such as reports, articles, messaging, etc. available in a variety of accessible formats (e.g. Braille, audio, etc.).

Employment

Since 2015, EYET has ensured that all electronic job postings are posted to accessible corporate and third-party job boards. Through an “Alternate Format Request Form”, EYET currently accommodates job applicants with disabilities throughout the recruitment, selection and on-boarding process, as requested by the applicant.

Employees with disabilities receive individual accommodations to support their needs through personalized accommodation plans, developed in consultation with and at the request of the employee.

Strategies and Actions for 2021-2025

- Beginning in 2021, EYET Human Resources will complete an annual audit of individualized workplace emergency response plans in direct consultation with employees with disabilities.

Training

Since 2017, EYET has made AODA training a mandatory component of all on-boarding for new employees and agency volunteers. All EYET staff are also required to complete AODA Compliance and Customer Service training every two years.

Strategies and Actions for 2021-2025

- Beginning in 2021, EYET will move from a bi-annual to an annual schedule of customized staff training in topics relevant to AODA compliance.

FOR MORE INFORMATION:

For more information on this accessibility plan, or to receive standard or accessible formats of this document free on request, please contact:

Michelle Adams
Manager, Program & Administrative Services
647-258-9985 (Office)
michelleadams@eyetrp.ca

This accessibility plan is publicly posted at www.eyetfrp.ca