



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

Intent

This (Insert Year) to (Insert Year) accessibility plan outlines the policies and actions that Grand River Agricultural Society 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](#).

Statement of Commitment

Grand River Agricultural Society 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:	Compliance:
Establishment of accessibility policies	Completed
Designing/procuring or acquiring self-serve kiosks	Completed/ Ongoing
Training on IASR and the Human Rights Code	Completed/ Ongoing
Information and Communications Standard	
Accessibility Requirement:	Compliance:
Feedback Process	Completed
Emergency procedures, plans or public safety information	Completed
Accessible websites and web content	Completed

Employment Standard	
Accessibility Requirement:	Compliance:
Recruitment, assessment and selection processes	Completed/ Ongoing
Informing employees of supports	Completed/ Ongoing
Accessible formats and communication supports for employees	Completed/ Ongoing
Workplace emergency response information	Completed/ Ongoing
Documented individual accommodation plans	Completed/ Ongoing
Return to work process	Completed/ Ongoing
Performance management process	Completed/ Ongoing
Career development and advancement	Completed/ Ongoing
Redeployment	Completed/ Ongoing
Accessibility training	Completed/ Ongoing
Emergency preparedness and response policies	Completed/ Ongoing
Service disruptions	Completed

Design of Public Spaces (<i>Accessibility Standards for the Built Environment</i>)	
Accessibility Requirement:	Compliance:
Make outdoor public eating areas accessible	Completed
Make exterior paths of travel accessible	NA
Make service counters, queuing guides and waiting areas accessible	Completed/ Ongoing
Maintain the accessible parts of your public spaces	Completed/ Ongoing

Customer Service Standards	
Accessibility Requirement:	Compliance:
Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Completed/ Ongoing
Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Completed/ Ongoing



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	Completed/ Ongoing
Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from Grand River Agricultural Society's goods, services, or facilities if the person's service animal is excluded from the premises	Completed/ Ongoing
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	Completed/ Ongoing
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	Completed/ Ongoing
Provide advance notice if there is an admission charge for a support person	Completed/ Ongoing
Waive the admission charge when a support person is required to accompany a person with a disability	Completed/ Ongoing
Provide notice of any temporary disruption to services that may affect persons with disabilities	Completed/ Ongoing
Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Completed/ Ongoing
Provide accessible customer service training to all staff	Completed/ Ongoing
Provide training on changes to policies to staff on an ongoing basis and keep records of training	Completed/ Ongoing
Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request	Completed
Establish a feedback process for providing goods, services, or facilities to persons with disabilities	Completed
Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	Completed/ Ongoing

Review and Update

This document was created on June 1, 2021 and shall be reviewed and updated by January 1, 2022.