

# Multi-Year Accessibility Plan

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The Multi-Year Accessibility Plan has been created to meet the obligations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Schlegel-UW Research Institute for Aging's (RIA) 2023-2028 Multi-Year Accessibility Plan aims to identify, prevent and remove barriers for persons living with disabilities.

## Message from the Executive Director

The RIA is committed to respecting the dignity and independence of all people. We strive to provide opportunities for individuals to participate in, and benefit from, our products and services regardless of their ability, and we are committed to equal opportunity and access for all of our current and future employees.

To honour our AODA commitments, we have advanced a number of initiatives to improve accessibility at the RIA. We have updated our brand guidelines to align with both print and digital accessibility best practices, and have adopted person-centred and inclusive language in all of our communications to ensure our community feels welcomed. We have also made strides in ensuring that all those who wish to access our education and resources are able to do so in a format that meets their needs.

Our multi-year accessibility plan builds on these efforts and identifies new strategies to support the RIA in our commitment to accessibility. I am thankful to our team for making these initiatives a priority, and acknowledge their dedication and drive to maintain and grow a culture of inclusion at the RIA.

Sincerely,

Tina M. Mah, PhD  
Executive Director  
Schlegel-UW Research Institute for Aging

## Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan shows how the RIA will play our role in making Ontario an accessible province for all Ontarians. The Multi-Year Accessibility Plan outlines the steps we are taking to meet those requirements and to improve opportunities for persons living with disabilities. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Each item falls within the categories of General Initiatives, Information and Communication, Employment, Design of Public Spaces, and Customer Service.

### I. General Initiatives

The RIA is committed to having policies and procedures that promote inclusivity and protect the rights of persons living with disabilities.

<b>Project Title</b>	<b>Description</b>	<b>Time Frame</b>	<b>Lead</b>
Accessibility Policy	Develop an internal policy based on AODA legislation.	Completed	Leadership Team
Multi-Year Accessibility Plan	Develop an outline of the RIA's strategy to prevent and/or remove barriers and meet requirements under AODA.	Completed	Leadership Team and AODA Committee
Active AODA Committee (established in 2022)	This committee oversees the AODA multi-year plan and identifies initiatives and opportunities relevant to the RIA's AODA goals and activities.	Ongoing	AODA Committee
Active Equity, Diversity and Inclusion (EDI) Committee (established in 2020)	This committee identifies common EDI challenges and opportunities within the RIA and promotes awareness of initiatives relevant to the RIA's EDI goals and activities.	Ongoing	EDI Committee

## II. Customer Service

The RIA is committed to providing accessible customer service to persons living with disabilities. This means that we will provide goods, services and facilities to persons living with disabilities with the same quality and timeliness as others.

<b>Project Title</b>	<b>Description</b>	<b>Time Frame</b>	<b>Lead</b>
Customer Feedback	Establish the customer feedback process on our website and have an internal tracking system for responding to all requests.	Completed	Communications Team
LIVING the Dementia Journey (LDJ) Education Sessions	Update workshop materials for LDJ education sessions including accessible workbooks and closed captions on videos.	Completed	Communications Team
By Us for Us Guides	Format and design changes that meet the needs of persons living with dementia.	Completed	Communications Team
Legislative AODA Training	Train all employees and volunteers on AODA legislation requirements.	Ongoing	Human Resources
AODA training for Word and PDF Documents	Employees in specialized roles attend training on accessibility for Word and PDF documents.	Ongoing	Communications Team
Resource for New Researchers	Create a resource on how to be inclusive in research design and knowledge mobilization with older adults.	2024	Research Team
Research Initiatives	Identify opportunities to engage diverse older adults in research. This includes co-designing research and knowledge mobilization projects and finding accessible ways to recruit and engage participants in research and research findings.	Ongoing	Research Team

## IV. Information and Communications

The RIA is committed to making our information and communications accessible to persons living with disabilities.

<b>Project Title</b>	<b>Description</b>	<b>Time Frame</b>	<b>Lead</b>
RIA Brand Guidelines	Update RIA Brand Guidelines to ensure colours, font, etc. meet accessibility requirements.	Completed*	Communications Team
Inclusive Language Guidelines	Develop guidelines and recommendations of language that respects and honours accessibility and equity, diversity, and inclusion.	Completed*	Communications Team and EDI Committee
Dementia Language Guidelines	Develop internal guidelines for communication with older adults and persons living with dementia.	Ongoing	Dementia Team
RIA Website	Update the RIA website to WCAG 2.0 standard.	Ongoing	Communications Team
Web Resources	All new resources meet AODA standards and follow branding guidelines.	Ongoing	Communications Team

\*reviewed regularly, as needed

## V. Employment

The RIA is committed to fair and accessible employment practices for persons living with disabilities.

<b>Project Title</b>	<b>Description</b>	<b>Time Frame</b>	<b>Lead</b>
Job Descriptions	Accessibility statement is included in our job descriptions.	Ongoing	Human Resources
Job Postings	Job postings on the RIA website are in accessible PDF format.	Ongoing	Human Resources
Employee accommodations	Create an environment to support accommodation requests in the workplace.	Ongoing	Human Resources

## Administration of the Plan

The Multi-Year Accessibility Plan is reviewed and updated at least once every five years.

The AODA committee meets a minimum of 4 times per year to monitor and record activities. Members of the committee cross the organization to ensure AODA compliance is top of mind for all departments and progress on all activities is monitored.

## Further Information

For more information on the Multi-Year Accessibility Plan, please contact [info@the-ria.ca](mailto:info@the-ria.ca).