



Title: Multi-Year Accessibility Plan	Date of Issue: December 12, 2023
Approved by: Adam Carapella	Review / Revise Date: December 12, 2028
made pursuant to the provisions of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (hereinafter the AODA"). This Multi-Year Accessibility Plan is © Tricar, 2023. Please note that this Multi-Year Accessibility Plan is for the use of Tricar.	

1. Commitment to Accessibility

We believe that accessibility enables people to achieve their full potential. As such, ensuring that our offices, buildings and services are accessible is an integral part of our commitment to providing our residents with exemplary service. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility laws.

2. Purpose

This Multi-year Accessibility Plan is intended to outline our strategy to prevent and remove barriers and meet our requirements under the Integrated Accessibility Standard (“IAS”). This Multi-Year Plan shall be available on Tricar’s website and shall be provided in an accessible format upon request.

3. The AODA Compliance Team

The AODA Compliance Team is an advisory team that was established to coordinate the implementation of the Multi-Year Plan, to develop Tricar’s policies and procedures as required under the AODA, and to work with all departments to ensure compliance with the AODA.

The AODA Compliance Team is comprised of several employees, including but not limited to the Human Resources Department and other appropriate management team members involved in AODA compliance. Where possible, the team will also include at least one employee with a disability if applicable.

4. Identifying, Preventing and Removing Barriers

Our Multi-Year Plan is a roadmap for how we will meet our obligations under the AODA and improve Tricar’s accessibility. The Multi-Year Plan outlines the ways we will prevent and remove barriers to address the current and future requirements of AODA, as well as to fulfill our commitment as outlined in our IAS Policy.

The AODA Compliance Team will work to identify, prevent, and remove barriers. The Team will look for barriers in all areas of our organization, including policies, procedures, programs, and services. Barriers can be visible or invisible, and can be classified into the following types:

- **Attitudinal barriers** may result in people with disabilities being treated differently than people without disabilities.
- **Informational and communication barriers** arise when a person with a disability cannot easily receive and/or understand information that is available to others.
- **Systemic barriers** in policies, practices and procedures result in people with disabilities to being treated differently than others or sometimes excluded altogether.
- **Physical and architectural barriers** occurs in the environment and prevent access for people with disabilities.
- **Technological barriers** occur when technology or the way it is used does not meet the needs of people with disabilities.

As the AODA Compliance Team identifies barriers, the Team will provide detailed recommendations to Human Resources and Management to prevent and remove those barriers.

5. **Integrated Accessibility Standard Compliance Plan**

Action						Area of Responsibility
	2023	2024	2025	2026	2027	
General Requirements						
File Accessibility Report every three years	x			x		AODA Compliance Team & Management
Review and update IAS Policy as required	x				x	AODA Compliance Team
Post the Multi-Year Plan on the website and provide the plan in an accessible format on request	x					Marketing Manager
Review and update the Multi-Year Plan at least every five years					x	AODA Compliance Team
Provide training to all employees on the requirements of the Integrated Accessibility Policy and AODA as it pertains to persons with disabilities	x	x	x	x	x	HR
Information and Communication						
Action	2023	2024	2025	2026	2027	Area of Responsibility
Provide or arrange for the provision of accessible formats and communications supports	x	x	x	x	x	AODA Compliance Team
Upon request, provide emergency information available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request	x	x	x	x	x	AODA Compliance Team
Ensure all websites and web content conforms with WCAG 2.0 Level AA	x	x	x	x	x	Marketing Manager
Employment						
Review policies and practices with respect to recruitment, interviewing and hiring and interviewing	x	x	x	x	x	HR
Notify all selected applicants that accommodations are available upon request in relation to the materials or processes to be used	x	x	x	x	x	HR
Consult with selected applicants and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability	x	x	x	x	x	HR
Notify successful applicants about policies for accommodating employees with disabilities	x	x	x	x	x	HR
Advise new employees of its policies used to support its employees with disabilities	x	x	x	x	x	HR
Provide updated information to its employees whenever there is a change to its policies on the provision of job accommodations	x	x	x	x	x	HR
Upon request, provide or arrange for the provision of accessible formats and communication supports to employees	x	x	x	x	x	HR
Review policies and practices with respect to the provision of workplace emergency response information to employees with disabilities who require them			x			AODA Compliance Team
Review policies and practices with respect to documented individual accommodation plans for employees with disabilities			x			AODA Compliance Team
Review policies and practices with respect to return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work			x			AODA Compliance Team

Action	2023	2024	2025	2026	2027	Area of Responsibility
Public Spaces						
Review which public spaces are regulated by the Integrated Accessibility Standard				x		AODA Compliance Team
Consider procedures for preventative and emergency maintenance of the accessible elements in public spaces to minimize the disruption in access to the accessible parts of its public spaces				x		AODA Compliance Team
Review any plans for construction or reconstruction of regulated public spaces to ensure the requirements of the Integrated Accessibility Standard are met	x	x	x	x	x	AODA Compliance Team
Customer Service						
Review and update policies and practices with respect to Customer Service Standard Policy		x				AODA Compliance Team
Ensure that persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. In the event that a person with a disability is hindered from accessing any goods or services offered or from using their own assistive device, expend best efforts to accommodate the person by offering the use of another assistive device that is available or attempt to deliver the same service in another way.	x	x	x	x	x	AODA Compliance Team
Ensure that persons with disabilities who are accompanied by a service animal on the parts of Tricar's premises that are open to the public are welcomed. If a service animal is excluded by law, suggest appropriate alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from Tricar's services and facilities where possible.	x	x	x	x	x	AODA Compliance Team
Ensure that any person with a disability who is accompanied by a Support Person will be allowed to access any of Tricar's services or facilities with their Support Person. Tricar will not prevent a person with a disability who is accompanied by a Support Person from having access to their Support Person. Where there are barriers to access or attendance by a Support Person, seek to facilitate access to ensure the participation of persons with disabilities.	x	x	x	x	x	AODA Compliance Team

Action	2023	2024	2025	2026	2027	Area of Responsibility
<p>Provide notice when there is a temporary disruption in those services or facilities that persons with disabilities may rely on. This notice will include information about the reason for the disruption, its anticipated duration, and, if applicable, a description of alternative facilities or services that may be available. Notice of service disruptions will be provided as soon as reasonably practicable after Tricar is made aware of the disruption, or in advance in the case of planned disruptions.</p> <p>Notice will be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at its buildings, in other facilities of the building (i.e. the lobby or elevators), on Tricar's website or by any other means that will reasonably ensure that the notice reaches those persons potentially affected by the temporary disruption in a manner that is accessible to them.</p>	x	x	x	x	x	AODA Compliance Team
Provide appropriate AODA training for all employees and volunteers	x	x	x	x	x	HR
Review and update resources to employees regarding new accessible customer services practice and procedures	x	x	x	x	x	HR
Review feedback and provide responses	x	x	x	x	x	AODA Compliance Team

6. Additional Obligations

Tricar recognizes that the AODA does not replace or supersede the *Human Rights Code*, R.S.O. 1990, c. H.19, or other laws relating to the accommodation of persons with disabilities.

7. Effective Date

This Multi-Year Plan shall be effective on December 12, 2023, and shall be reviewed by The AODA Compliance Team on or before December 12, 2028.

8. Enquiries

Any Enquiries related to this Multi-Year Plan and any feedback should be directed to our AODA Compliance Team:

Name: AODA Compliance Team

Phone Number: 519-652-8900

Email: aoda@tricar.com

Fax Number: 519-652-8905

Address: 3800 Colonel Talbot Road, London, ON N6P 1H5