



The Pine Project Multi-year Accessibility Plan 2021 - 2025

Background

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 website. This plan outlines what steps the Pine Project will take to prevent and remove barriers to accessibility and when we will do so.

Introduction

The Pine Project is committed to ensuring equal access and participation for people with disabilities, and to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the *Ontario Human Rights Code* (the “Code”), and the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and its Regulations.

We are committed to fulfilling our requirements under AODA. 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.

Section 1. Past Achievements to Remove and Prevent Barriers

Actions we have taken to ensure our customer service is accessible and that we comply with the customer services standard have included:

- Developed a publicly available customer service policy, including a process for feedback on how we provide accessible customer service
- Developed training for all employees on accessible customer service
- Implemented a process for identifying and meeting accommodation requirements of participants

To ensure our communications are accessible, we have:

- Ensured our new website, launched in 2019, is accessible
- Communicated a clear process for how customers can request accessible documents on our website and in email communications

With the goal of becoming an organization that more closely reflects the diversity of our city, and to ensure we are implementing accessible employment practices, we have undertaken a process to review our hiring practices. This has included:

- Reviewing and revising job descriptions
- Updating our diversity statement
- Making the application process more accessible

Section 2. Strategies and Actions

In our ongoing efforts to remove and prevent barriers to people with disabilities, we will undertake the following additional actions, building upon our progress to date:

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| Continuing to receive and review feedback from customers on our accessible customer service | Ongoing |
| Review and upgrade our training on the Human Rights Code and Accessible Customer Service | By October 2021 |
| Review and upgrade our Accessibility Policies | By December 2021 |
| Conduct a review of our information and communications, including social media, and identify improvements in accessibility | By December 2022 |

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| Conduct a review our of progress in removing and preventing barriers to people with disabilities and upgrade our multi-year accessibility plan | By September 2025 |
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For More Information

For more information on this accessibility plan, please contact Jennifer Peer, Director of Operations, at 416 792 2772 or jennifer@pineproject.org

Our accessibility plan is posted at: <https://pineproject.org/registration-policy/>

Request standard and accessible formats of this document at 416 792 2772 or info@pineproject.org