

## Multi-Year Accessibility Plan Requirement

[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 websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

## Sample Plan

### Message from the CEO

In keeping with our core values, Lorama Group™ Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. The company believes in integration and equal opportunity and is committed to meeting the needs of people with disabilities and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Introduction

Lorama Group™ Inc's accessibility plan will aim to improve opportunities for people with disabilities in:

- 1. Customer Service
- 2. Information and Communication
- 3. Employment
- 4. Training
- 5. Design of Public Spaces

We have currently adopted some strategies in these areas to make our services more accessible to all, and we continue to update our plan and broaden our scope as goals are achieved. Our plan will be reviewed every 5 years.

Lorama Group™ Inc

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Lorama Group™ Inc

Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. 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.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Section 1. Past Achievements to Remove and Prevent Barriers

In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

### Customer Service

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

We are committed to excellence in providing services to all clients of the company and their representatives, including persons with disabilities, according to the Customer Service Standards. Ongoing customer surveys are conducted via email to obtain feedback from clients who visit our facilities.

### Information and Communications

Detail actions and list initiatives from past years.

We continue to communicate with people with disabilities in ways that take into account their disabilities, by providing, on request, accessible formats and supports when needed. The contents of our company website conform to WCAG 2.0, Level AA. We communicate our accessibility policy on our website and in our Employee Manual.

### Employment

Detail actions and list initiatives from past years.

We have developed standard language in all job postings to notify the public and staff that we will accommodate people with disabilities during the recruitment process, if requested. We provide return-to-work accommodations for employees who suffered physical disabilities from injuries, and accommodate employees with mental disabilities.

### Procurement

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### Self-service kiosks

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### Training

List initiatives from past years, if applicable.

All existing employees receive annual AODA training. Each new employee hired since July 2015 receives training as part of orientation, which is delivered in the first week of employment. Training records are in accordance with the requirements of the Accessibility Standards for Customer Service and Ontario Human Rights Code.

### Design of Public Spaces

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

Under the Accessibility Standards for the Design of Public Spaces, Lorama Group™ Inc includes an elevator inside its facility, as well as ramps on the exterior of the building, to make our facilities more accessible.

Transportation

Note: This section may not apply to your organization.  
List initiatives from past years, if applicable.

Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

Section 2. Strategies and Actions

Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

Customer Service

Lorama Group™ Inc
Name of Organization
is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.
List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.
Lorama Group™Inc will continue to produce materials to accommodate individual needs at no additional cost. We will also keep records of training when training new staff. Training will be completed in a timely manner, in accordance with AODA standards and our policies related to the Customer Service Standard.

Information and Communications

Lorama Group™ Inc
Name of Organization
is committed to making our information and communications accessible to people with disabilities.
List the initiatives your organization is planning and specify the timeframe for each.
Lorama Group™Inc will continue to develop policies, procedures and plans in accordance with: AODA, Ontario Human Rights Code, Customer Service Standard. These policies will be made available in an accessible format or with the appropriate communication support after consultation with the person requiring support. We will continue to revise existing policies and practices to take into account all factors set out in the Integrated Accessibility Standards.

Employment

Lorama Group™ Inc
Name of Organization
is committed to fair and accessible employment practices.
List the initiatives your organization is planning and specify the timeframe for each.
Lorama Group™Inc will continue to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. Job descriptions will be updated to include a statement with our commitment to accommodating applicants and employees with disabilities, by December 2024.

**Procurement**

Lorama Group™ Inc

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

**Self-service kiosks**

Lorama Group™ Inc

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Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

**Training**

Lorama Group™ Inc

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Name of Organization

is committed to providing training in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

Lorama Group Inc. will conduct refresher training regarding the Ontario Human Rights Code and the AODA's Customer Standard, as well as the AODA's IASR obligations, by June of each year.

**Design of Public Spaces**

Lorama Group™ Inc

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Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

Lorama Group™ Inc

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

**Transportation**

Lorama Group™ Inc

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Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

Other

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

Lorama Group™Inc. will continue to monitor feedback on how we provide our services to people with disabilities in a timely fashion. This can be done: directly to the person from whom they received services, on the company website or via email or telephone.

For More Information

For more information on this accessibility plan, please contact at

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Telephone Number 905-878-2833	Email Address allen@lorama.com	

Our accessibility plan is publicly posted at

Website and/or Social Media Addresses  
<https://www.lorama.com/>

Standard and accessible formats of this document are free on request from

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