



Accessibility for Ontarians with Disabilities Act, 2005 Multiyear Plan

Statement of Organizational Commitment

The Collective is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA) and Ontario's accessibility law.

The Collective is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Collective understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code (the Code) or obligations to people with disabilities under any other law.

The Collective is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Introduction

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

The Collective 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 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 I – Past Achievements to Remove & Prevent Barriers

The Collective has completed the following accessibility initiatives:



Customer Service

- AODA Policy & Procedures have been created and made available to the public upon request in an accessible format if needed

The Collective is in compliance with the AODA Customer Service Standards.

Information & Communication

- Feedback received has been processed in accordance with our policy, adhering to timelines and providing accessible formats and avenues when requested
- Our website has a section dedicated to AODA for reviewing our multiyear plan, requesting our policy, providing feedback, and/or finding our AODA contact information

Employment

- All current staff and new hires have been trained on AODA
- A statement inviting candidates with disabilities to apply to The Collective has been included in all job postings

Training

- Online training on AODA has been made available to all staff and new hires
- If employees have difficulty with our training format, we will work with the employee to provide alternate formats such as hard copy training or audio only training
- An employee may also request for assistance when completing the training

Section II – Strategies & Actions

Customer Service

The Collective 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 timelines as others.

The Collective is planning to continue the following initiatives in order to comply with the Customer Service Standard:

- Continued review and update of our current policies every 5 years
- Meet all deadlines for mandatory AODA reporting

Information & Communications

The Collective is committed to making our information and communications accessible to people with disabilities as per the following:

- Prompt review & response to all AODA inquiries within 3 business days of receiving the communication
- Communicate any disruptions of service within 24 hours on our AODA website page, and immediately at all our applicable offices by posting notices for view by clients and staff
- Review and update of our website to stay in compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's Accessibility laws



Employment

The Collective is committed to fair employment practices. Our company will:

- Continue to encourage people with disabilities to apply to all of our open positions & assist when necessary, during the interview process
- Brainstorm & discuss new ways of improving accessibility at The Collective during our monthly Equity, Diversity & Inclusion committee meetings; ensuring to follow through with implementation when ideas are approved
- Inform employees when our AODA policy and multiyear plan has been revised; communicating any changes to staff within 1-week of when the change took place

Training

The Collective 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. Our company will:

- Continue to train all new hires on AODA and the Code within their first week of employment
- Ensure the AODA training certification of our AODA training provider is current

For More Information

For more information on this accessibility plan please contact:

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Note: *This document is publicly available. Accessible formats are available upon request.*