

RAY OF HOPE

MULTI-YEAR ACCESSIBILITY PLAN

January 1, 2014

1. Development AODA POLICIES AND PROCEDURES MANUAL to include the following:
 - Policy Statement of Commitment
 - Scope
 - Assistive Devices
 - Guide Dogs, Service Animals and Service Dogs
 - Use of Support Persons
 - Notice of Service Disruptions
2. Online training initiated for all employees to complete regarding AODA
3. Meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces

January 1, 2015

1. Include accessible employment practices into the AODA POLICIES AND PROCEDURES MANUAL
2. Take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request , through the following means;
 - Verbal communication with the person in charge at any of ROH program sites
 - By phone with the person in charge at any of ROH program sites,
 - By e-mail to info@rayofhope.net and the individual's e-mail will be directed to the appropriate program.

All formal feedback will be acknowledged along with, where appropriate, any information on actions taken based on the result of the feedback.

January 1, 2016

1. Development of a new website to conform with WCAG 2.0, Level A
2. AODA POLICIES AND PROCEDURES MANUAL to be included as required document to be read and signed-off by all employees