

MULTI- YEAR ACCESSIBILITY PLAN

Date of last plan update: December 2025

Date of next review: December 2030

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) came into effect in 2005 with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to good, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025, and providing for the involvement of persons with disabilities in the development of accessibility standards.

Statement of Commitment

Kerry's Place is committed to providing accessible and inclusive spaces in a manner that respects the dignity and independence of people with disabilities. Kerry's Place will take all steps necessary to comply with the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations to ensure that our programs and services are accessible to everyone.

Multi-Year Accessibility Plan

Kerry's Place Autism Services (Kerry's Place) has established, implemented, and maintained this Multi-Year Accessibility Plan (MYAP), which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the regulation. The MYAP is posted online on www.kerrysplace.org. The MYAP is available in alternate formats upon request. The MYAP was last reviewed and updated in consultation with persons with disabilities in December 2025.

If there are questions or if an alternate format of the MYAB is required, please contact the human resources department by 1-833-775-3779 or 905-841-6611, or by email at HRAdmin@kerrysplace.org, or by mail to:

Kerry's Place Autism Services
Attention Human Resources Department
17325 Leslie Street, Suite 200
Newmarket, ON
L3Y 0A4

Establishment of Accessibility Policies & Procedures

Kerry's Place has developed and implemented accessibility policies which outlines the organization's commitment, the scope, definitions, roles and responsibilities of parties, communication, standards/procedures that relates to Customer Service Standards, Integrated Accessibility Standards, Information and Communication Standards, Employment Standards, and Design of Public Spaces Standards. Kerry's Place has established policies and procedures to prevent and remove barriers and meet its requirements under the regulation.

Associated Policies:

HR435 Accessibility for People with Disabilities Policy

HR420 Inclusion, Diversity, Equity, Accessibility, and Anti-Racism Policy

HR406 Employee Health Assessment

HR401 Hiring Policy

Associated Safe Work Procedures:

HS311 Early and Safe Return to Work

Customer Service Standards

All services and supports provided, as well as all interactions with persons with disabilities must honour the principles of independence, dignity, integration, and equality of opportunity.

Assistive Devices

We recognize the rights of all persons with disabilities to use assistive devices, services, or methods when they are interacting with us. The exception to this standard would be restricting the use of certain supports or methods (such as a service animal) in non-public areas of the organization where a person receiving support may experience a reaction that is beyond their ability to overcome. If an exclusion is made, we will make every effort to ensure that other measures are available to enable the person with a disability to enter the premises with support.

If Kerry's Place charges an admission fee to an event, notice will be provided ahead of time if any amount would be charged for a necessary support person to accompany a person with a disability.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Kerry's Place will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Feedback Process

Kerry's Place welcomes feedback on how we provide accessible customer service. Our website states that feedback may be given to any member of management or the Human Resources department by:

- submitting the Service Accessibility Feedback Form;
- verbally or;
- by email or;
- by writing a letter or;
- by submitting a disk or mass storage device.

Feedback will be acknowledged with gratitude by the representative who receives it. When feedback can be used to improve service, steps to implement the recommendations will be taken. The person who provided the feedback will be informed of the action taken. Complaints will be processed through Policy on Complaints/Feedback.

Integrated Accessibility Standards

Kerry's Place is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so. In such situations, an explanation will be provided by request.

Information and Communication Standards

Kerry's Place is committed to delivering information and communication in formats that are accessible to individuals with disabilities. We will respond promptly to requests for alternative formats and ensure that information is presented in a clear and understandable manner. The provision of accessible formats will be done in consultation with the person making the request at a cost that is no more than the regular cost charged to other persons. If this is not possible, an explanation will be provided. The feedback process will be followed as outlined in the above Customer Service Standards section of this document.

Emergency procedures, plans and other public safety information will be made available to the public in an accessible format with appropriate communication supports as soon as practical upon request.

Our website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) as required by the Integrated Accessibility Standard Regulation O. Reg. 191/11.

Employment Standards

Kerry's Place is committed to fair and accessible employment practices. This section outlines requirements for the accommodation of persons with disabilities during the recruitment process and throughout employment with Kerry's Place.

Recruitment – We will notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes. During the recruitment process, applicants will be informed when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes used. If an applicant requests accommodation, we will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that considers the applicant's accessibility needs. When making offers of employment, we will notify successful applicants of the policies for accommodating employees with disabilities.

Informing Employees of Supports – We will communicate the policies used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that considers an employee's accessibility needs. This information will be provided to new employees during orientation and will be updated for all employees whenever there is a change to the existing policies.

Accessible Formats and Communication Supports for Employees – Upon request we will consult with the employee to provide or arrange for the provision of suitable accessible formats and communication support for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

Workplace Emergency Response Information – Upon becoming aware of the need for accommodation, we will promptly provide individualized workplace emergency response information to employees who have a disability if individualized information is necessary. The employee requiring an individualized workplace emergency response is responsible for notifying Kerry's Place of the need for an accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, with that employee's input and consent, Kerry's Place will select another employee and provide the workplace emergency response information to that person so that they are able to assist in an

emergency situation. Kerry's Place will review the individualized workplace emergency response information if the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when Kerry's Place reviews its general emergency response policies.

Documented Individual Accommodation Plans – We have developed a written process for the development of documented individual accommodation plans for employees with disabilities. This process includes:

- The ways in which an employee requesting accommodation can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which Kerry's Place may request an evaluation by an outside medical or other expert, at Kerry's Place's expense, to assist in determining if accommodation can be achieved and, if so, how to achieve accommodation;
- The manner in which the employee can request the participation of a representative from their bargaining agent, where represented, or another representative from the workplace where the employee is not represented by a bargaining agent;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial are communicated to the employee;
- The means of providing the accommodation plan in a format that considers the employee's accessibility needs.

Individual accommodation plans will, if requested, include any information regarding accessible formats and communication supports provided; include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

Return to Work Processes – We have in place a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The process outlines the steps we will take to facilitate the return to work of employees absent due to disability and include documented individual accommodation plans if required.

Performance Management, Career Development and Advancement, and Redeployment – We consider the accessibility needs and/or individual accommodation plans of employees with disabilities when using the performance management process, providing career development and advancement, and considering redeployment.

Training – Employees, volunteers, students and contractors who are involved in providing services and supports or who interact with supported persons, the public, or other third parties on behalf of Kerry's

Place must be trained by Kerry's Place in the purpose of Accessibility for Ontarians With Disabilities Act, 2005 and the requirements of the associated Regulations.

Training will be provided to all employees, volunteers, students and contractors who represent Kerry's Place as soon as practicable after the commencement of their service. Education includes:

- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use assistive devices or provide assistance;
- How to address concerns from a person who is having trouble accessing our services.

Additional training will be provided as required by changes in policies, procedures, or practices. Training records will be maintained by the Human Resources Department.

Design of Public Spaces Standards

Kerry's Place is committed to providing accessible and inclusive spaces for staff, people supported, families and visitors. Newly constructed or redeveloped buildings and spaces will incorporate barrier-free requirements under the Ontario Building Code and the technical requirements under the AODA Design of Public Spaces Standards into its design and consultation process.