



## **ACCESSIBILITY PLAN**

2026-01-20

REV. 0

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## Revision History

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<i>Revision</i>	<i>Date (YYYY-MM-DD)</i>	<i>Change description</i>	<i>Created by</i>	<i>Approved by</i>
0	2026-01-20	Created a new plan as per the Accessibility for Ontarians with Disabilities Act (AODA)	J LACROIX	M. Rocha

## 1. REFERENCES

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- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C 11
- Code on Conduct and Ethics Policy
- Workplace Harassment and Anti-Violence Policy

## 2. SCOPE

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This plan addresses AODA requirements and related standards, including:

- Customer Service
- Information & Communication
- Employment
- Design of Public Spaces (if applicable)
- Emergency Procedures

### Objectives:

1. Train all employees on accessibility responsibilities.
2. Ensure information, communication, and digital content are accessible.
3. Support accessible recruitment, employment, and career development.
4. Maintain a safe and accessible workplace.
5. Monitor, track, and report progress on accessibility initiatives.

### 3. PURPOSE

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Lopes Limited is committed to creating an inclusive and accessible environment for all employees, clients, and visitors. This plan outlines our strategy to identify, prevent, and remove barriers to accessibility over the next five years.

- Applies to all Lopes services, facilities, programs, and employment practices.
- Uses feedback from employees, clients, and stakeholders with disabilities to continuously improve accessibility.

### 4. ACCOUNTABILITY

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Role	Responsibility
Human Resources	Oversees plan implementation, progress monitoring, and compliance.
Managers & Supervisors	Ensure training, emergency procedures, and accommodations are followed.
Employees	Complete training and report barriers or issues.
Clients/Public	Provide feedback on accessibility.

## 5. ACCESSIBILITY

### 5.1 POLICY & PROCEDURES

Initiative	Status	Notes
Develop and maintain Accessibility Policy	Completed Jan 2026	Reviewed annually
Develop Multi-Year Accessibility Plan	Completed Jan 2026	Reviewed annually
Post Plan on website	Completed Jan 2026	Accessible formats available on request
Review/update all policies	Annually	Consult employees, clients, and stakeholders with disabilities
Provide alternative formats	Ongoing	Large print, audio, text-to-speech, etc.

### 5.2 INFORMATION & COMMUNICATIONS

Initiative	Status	Notes
Accessible feedback via website	April 2026	Allows multiple formats
Provide info in accessible formats	Ongoing	Consult requestor for suitability
Notify public of accessibility support	Jan 26, 2026	Website, signage, verbal announcements

Initiative	Status	Notes
Ensure digital content meets WCAG 2.0 AA	April 2026	Applies to website & electronic content
Timely response to requests	Within 10 business days	Designated trained staff
Review communication policies	Annually	Incorporate employee & client feedback

## 5.3 RECRUITMENT & EMPLOYMENT

Initiative	Status	Notes
Notify applicants of accommodation availability	Ongoing	During assessment & selection
Provide accessible formats/supports for job tasks	As needed	Consult applicant for suitability
Individual Accommodation Plans	As needed	New hires & current employees
Return-to-work process	As needed	Individualized after disability leave
Consider accessibility in performance/career management	Ongoing	Continuous consultation
Review recruitment procedures	Annually	Ensure accessibility at all stages

Initiative	Status	Notes
Include accommodation notice in interview scripts	Ongoing	Applicants informed
Notify successful applicants of policies	Ongoing	During offer of employment

## 5.4 EMERGENCY RESPONSE

Initiative	Status	Notes
Individualized emergency response plans	As needed	With employee consent, reviewed annually
Communicate plans to managers & safety staff	As needed	Ensures staff are prepared
Train managers & safety staff	Annually	Support employees with disabilities during emergencies
Test emergency plans	Annually	Include drills & feedback

## 5.5 PREVENTATIVE & EMERGENCY MAINTENANCE

Initiative	Status	Notes
Report unsafe/inoperable accessible elements	As needed	Immediate reporting to management
Secure & mark affected areas	As needed	Prevent risk to employees & visitors
Arrange repairs promptly	As needed	Internal/external contractors
Implement temporary alternatives	As feasible	Maintain accessibility during disruption
Notify public of disruptions	As needed	Include reason, duration, alternative access; via signage, website, direct communication
Track disruptions for improvement	Annually	Identify recurring barriers
Provide advance notice for scheduled maintenance	As feasible	Accessible formats for notices

## 5.6 DESIGN OF PUBLIC SPACES (IF APPLICABLE)

Initiative	Status	Notes
Ensure accessibility in new construction/renovations	Ongoing	Follow AODA Design of Public Spaces Standards
Review public space accessibility	Annually	Includes ramps, pathways, entrances, washrooms, service counters, parking



Initiative	Status	Notes
Consult employees & stakeholders	During planning	Ensure designs meet diverse needs

## 6. TRAINING OF THE PLAN

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Initiative	Status	Notes
Training for current staff & new hires	Jan 26, 2026 & ongoing	Covers AODA overview, Customer Service, Employment, Info & Communication
Track attendance	Ongoing	Ensure all staff complete training
Train on policy updates	Ongoing	Include periodic refreshers
Evaluate training effectiveness	Annually	Feedback forms & knowledge checks

## 7. MONITORING AND EVALUATING THE PLAN

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Monitoring:

- Human Resources and Health and Safety department will monitor compliance and progress.
- Policies, procedures, and initiatives are reviewed annually.
- The Multi-Year Accessibility Plan is formally updated at least every five years

### Feedback

- Employees, clients, and the public are encouraged to provide feedback.
- Feedback is tracked, reviewed, and used to improve policies and services.
- Annual updates on accessibility initiatives will be available on the website in accessible formats.